

# University Technology Services

## User NEIUZ



### UNIVERSITY TECHNOLOGY SERVICES

#### FOCUS IS ON THE FUTURE

##### Department Name Changes

In the past, University Computing Services has been working as separate departments. You are not alone if you have felt some frustration asking and receiving service from any of the UCS departments. We too have found our tasks more difficult working within these “parameters.”

To help accomplish an “All Hands On” approach to restructuring, University Computing Services will change its name to University Technology Services. This name encompasses all the departments; University Computing Services, Administrative Information Systems, Network and Distributed Services, and Service Delivery Services, which consists of Telecommunications/Help Desk, Student Computing Services, Media Services and Production Technical Support.

The department name change reflects that we do more than just computing.

Additional name changes will be made to more reflect the purposes of these operational units in the future.

We are happy to be working together—unified in initiating project processes and completing service requests.

The university community will be happy to reap the benefits of clear communication and shared knowledge among our staff to accomplish projects and resolve our technical issues.

#### COMMON BRAND PROMOTION

##### Staff Identity

We are proud to be working together in University Technology Services and to prove it, we will soon be wearing long or short-sleeved shirts bearing the university colors, (blue and gold), with the NEIU

logo, University Technology Services, and the university website address embroidered on the pocket for all to see. We will not be required to wear them 5 days a week, but we are encouraged to wear them sometimes.

We will also be wearing name badges for identification. These badges will be required to be worn when visiting customers outside UTS.

As well as some other departments that wear uniforms, it will help protect against theft, help our customers identify who we are, and help promote UTS department awareness.

All of these actions will assist in helping us service the university community.



University  
Technology  
Services  
Common  
Brand  
Identity

Issue 8

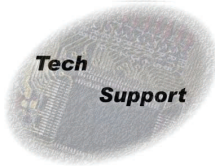
Summer 2009

#### Special points of interest:

- Identity Changes
- Common Service Delivery and Support
- Technology Plans for Building A

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HELP!  
X4357



**"We have a lot of good people."**



artificial intelligence

## Common Service Delivery

Currently, when anyone, student or staff, needs technical service, a number of departments can be called. It is difficult discovering which department works for which population, problem, or technical issue.

We propose to develop one calling center with extended

hours, to take care of all technical problems from computing to microphones, accommodating all of our flexible work schedules.

A dream come true.

Plans to expand our Help Desk or Call Center to service the whole university will re-

quire some restructuring, and gained knowledge, but we are prepared for the future.

The plans are in the works, so read your email and/or login to NEIUport to keep well informed as to where we are at with accomplishing this task.

## Heard It Off the Street

### SERVICE DELIVERY AND SUPPORT

We heard Terry Black is Director of Telecommunications, but do you know what, he's in charge of more. Terry coordinates efforts within what is now called Service Delivery and Support. It consists of the Help Desk, Media Ser-

vices, Production Technical Services, Student Computing Services, and Telecommunications.

Also, did you know we have a new department helping our performance events called Production Technical Services? You may have missed the email. They are a fairly

new group headed by Tim Jones to support Media Services.

Production Technical Support was responsible for the début of wireless microphones in NEIU'S recent production of *Into the Woods*. Could NEIU actually even be ahead of the times? I think we may be.

### AUTOMATED UNIVERSITY DIRECTORIES

All department heads and office managers were informed October, 2008 that we are going to automate the university directories with NEIUworks Banner data. This will help improve information to be consistent across the board.

Now we are very close to total automation, so if you find errors, please contact HR.

They will supply you with the correct forms and instructions to make changes.

We also need your help making sure your phone or phone ext. and locations are correct. Please email these corrections to [phonedir@neiu.edu](mailto:phonedir@neiu.edu).

Directory updates are made every Friday.

You can find 2 kinds of directories in 2 different formats; in alpha and department or-

der, .html and .pdf formats.

You can obtain our [.html](#) directories from each page of our website under:

► [FACULTY & STAFF DIRECTORY](#)

You can find .pdf versions by clicking the FACULTY & STAFF tab, University Computing, Telecommunications, [Directories](#). There you can also find a Fax Directory. .pdf versions can be printed and are indexed so they are searchable.

### NEIUworks Self-Service Forms

Go into NEIUport, click the NEIUworks Self-Service tab, click General Purpose in the NEIUworks Documentation channel. There you will find

many forms and instructions helping you utilize NEIUworks to its fullest potential.

Keep posted to NEIUport to obtain university assistance and news.



## LISTSERVS

If you do not know what a listserv is, it is one email address used to send email to many email addresses. There are 8 groups besides [facstaff@neiu.edu](mailto:facstaff@neiu.edu), (the university community) and [students@neiu.edu](mailto:students@neiu.edu). They are listed below along with their owners:

**deptchair-I** (all chairs) [Joyce Trocola-Koules](#) & [Asma Raouf](#)

**faculty-I** (all faculty) [Joyce Trocola-Koules](#) & [Asma Raouf](#)

**facultysenate-I** (faculty in faculty senate) [Joyce Trocola-Koules](#) & [Asma Raouf](#)

**civilservice-I** (all civil service) [Judy Brewer](#)

**ntt-faculty-I** (non tenured faculty) [Joyce Trocola-Koules](#) & [Asma Raouf](#)

**aandp-I** (A&P) [Jean Potillo](#)

**afamr-faculty-I** (African-American faculty & staff) [William Speller](#)

**blackstudents-I** (all enrolled African-American students) [William Speller](#)

If you have an announcement to send to any one of these groups, send an email, with a brief explanation of why you would like them contacted, to any of the owners listed above.

If you would like to become a user of any of these, or if you email a certain group of employees or students, and need current emails, and would like a listserv set up for you, please contact Jean Potillo, [J.Potillo@neiu.edu](mailto:J.Potillo@neiu.edu). If feasible, we will create one for you to use.



gears

## Microsoft Home Use Program Announcement

As part of a new offering from Microsoft, NEIU employees are eligible to participate in the Home Use Program (HUP). Through an arrangement between Microsoft and NEIU, employees are eligible to order a licensed copy of select Microsoft Office desktop programs you use at work to install and use on a

home computer. Currently available are Office Enterprise 2007, Office for Mac 2008, Office Mac 2004, and Office SharePoint Designer 2007. Microsoft charges a nominal fee of \$19.95 to cover media (CDs), shipping, and handling. If you are interested in participating in the Microsoft Home Use Program

(HUP), send an email request to [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu). Please include the phrase "Microsoft Home Use Program" in the subject line of your e-mail.

This offer is good for a fair amount of time, but the price may increase in the future.

**"We got a hammer to sell, so that's what you need."**

## What is Our Fearless Leader Up to These Days?

Focusing on the future, Kim Tracy, Executive Director of University Technology Services and part-time instructor in Computer Science makes a continuous effort to contribute to the publishing world.

This year he wrote a "[Narrative in project-related e-mails](#)", *IEEE Potentials*, March/April, 2009.

He was quoted in [Tech Buyers Vent About Vendor Satisfaction: A Measure of Satisfaction](#), *InformationWeek Magazine*, 1/26/2009.

There is a paragraph in the above article titled, **Those Empty Promises**.

Interesting. Mr. Tracy is quoted as saying, "We get a lot of salespeople who don't know their own products and technology."

If you would like to read more of [Kim Tracy](#)'s publications, visit his NEIU website.



bolts

## UTS

**Focus is on the Future**

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WE'RE ON THE  
WEB

WWW.NEIU.EDU

### OTHER DEPARTMENT

#### CONTACTS:

Help Desk: HELP (X4357)

Administrative Information Systems:  
X4332

Network and Distributed Services:  
X4385

Telecommunications: X4314

Student Computing Services: X4396

Media Services: 5068

After-Hours Pager:

(312) 449-4143@myairmail.com

#### Editor:

**Noreen Blanchard**

**Administrative Information Systems**

## Back to the Future

### Future Technology Plans for Building A

We are all looking forward to the completion of Building A, and when it is completely renovated, students and staff will benefit from the following technological plans:

- An open, 40 seat, PC and MAC computer lab with high speed, duplex, laser printers, scanning equipment and 2 ADA compliant workstations.
- 2, 30 seat, TECs with workstations well equipped, including web cams. Each classroom will contain high speed, duplex, laser printers, modern

audio-visual equipment with motorized projector screens, control system featuring touch screen tablet monitors for interactive presentations and an ADA compliant workstations.

- 3 Case Study classrooms with modern audio-visual equipment as above with tabletop power outlets for student laptops.
- To provide reliable connectivity, all buildings will be tied into local and wide area networks via high speed fiber optic connectivity to the newly remodeled university data center in CLS.

- Wireless networking throughout the building and adjacent courtyards.

- Agora Public Presentation area featuring several large LCD screen monitors capable of displaying news and business channels, NTV, and custom presentations.

- 8 conference rooms will be equipped with modern audio/visual equipment as above, conference phones, and extra power outlets for laptops.

- Faculty and staff will utilize central printing and copying resource locations.

*We are not nuts, we are just NUTS! (NEIU University Technology Services)*

### **HAPPY NEWS!**

- Craig Drake, NDS, now is the proud father of a bouncing baby boy named Nolan, 7 lbs., 8 ozs.
- Lidia Joldes, AIS, graduated as a Board of Governors (Liberal Arts), and Geography and Environmental Science major.

#### BE A COMPUTER NURD:

-Back issues of [User NEIUZ](#) can be found on the portal.

-Find department websites from university department [directory](#).

-Faculty can obtain computer training from the [Center for Teaching and Learning](#).

-Back up your files and clean temp files off your computer regularly.

-Comments? Contact Noreen Blanchard, [N-Blanchard@neiu.edu](mailto:N-Blanchard@neiu.edu).

-*Tip for this Issue:* Show paragraphs and use styles in Word to view format coding.