

# Technology Infrastructure Services

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Technology Infrastructure Services (TIS) provides the following services for the Mount community:

## Notebook / Desktop Support

- Equipment repairs and maintenance (in-house and external).
- Hardware and software installations (personal computers and peripherals).
- Support for hardware and software (personal computers and peripherals).
- Consultation on hardware and software purchases.

TIS may be contacted through the ISS Help Desk at 244-HELP (4357). The Faculty/Staff Support Help Desk is located on the lower level of the Library building and can be reached by calling 244-3213. Hours of operation can be found in myMount under Info and Policies > Technology.

## Network Services

TIS maintains and upgrades the campus data network. This includes wireless access, network wiring to the desktop, hub closets, campus phones and the campus backbone. Also included is installation and support of network servers and server-based software.

## Internet Services

TIS is responsible for providing connectivity between the campus data network and the Internet.

## Media Service Bookings

TIS schedules the delivery of media resources, including both software and hardware, and delivers and troubleshoots those items. Hardware or software that appears to be malfunctioning should be reported to the ISS Help Desk. The ISS Help Desk staff will attempt to resolve the issue over the phone or refer the situation to the Technology Support staff if it is deemed necessary. Technology Support Services will keep the client apprised of progress on their request.

## **Hardware Purchasing**

TIS, with the oversight of the Vice President for Information, Technology and Strategic Planning, manages the computer hardware budget for the Mount. Acquisitions made from these funds become part of the collections managed by ISS.

Faculty and staff should consult with the Director of Technology Infrastructure Services for any hardware/software needs. TIS maintains only the equipment and software that have been acquired through ISS.

## **Software Purchasing and License Compliance**

TIS also manages software license compliance and the computer software budget for the University. Acquisitions made from these funds become part of the collections managed by TIS.

Faculty request purchases of instructional software through their department chairperson in accordance with the scheduling and budgeting process set forth by the Academic Deans. For details, please contact your department chair or the Manager, Technology Support Services.

The Academic License Collection (ALC) process allocates the academic software budget. The ALC process is initiated each spring by the Manager, Technology Support Services, in preparation of the upcoming academic year. While ISS coordinates this effort, the Academic Deans have the final responsibility for purchase decisions.

Prior to making purchases for the CLC, TIS certifies that the software is compatible with the configuration, hardware and network specifications for the facility.

## **Media Services: Delivery and Support of Media Equipment and Software into the Classroom**

All classrooms are equipped with DVD/VHS units, audio, digital LCD projectors, and projection screens. Classrooms are also equipped with an instructor station that allows the user to hook up their laptop for projection in the classroom. In addition, a number of classrooms have a desktop computer in place.

ISS provides permanently installed and temporary equipment for all Mount classrooms and meeting rooms. Faculty and staff can request equipment directly from the ISS Help Desk or can enter a request online through the Media Request page in myMount, under Administrative Services. All requests must be submitted at least 24 hours prior to the time the equipment is needed. Media equipment is booked on a first-come, first-served basis.

All appropriate submitted requests will receive confirmation via Email. Equipment will be delivered to the appropriate location prior to the date and time requested. Problems with equipment availability, maintenance or circulation should be reported to the ISS Help Desk at 244-4357, opt. 2.

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Clients are encouraged to check all equipment prior to the beginning of each scheduled event. Problems should be reported immediately to the ISS Help Desk and every reasonable effort will be made to resolve problems without disrupting planned activities.

Equipment operators are not available for classroom instructional hardware bookings. Formal or information sessions can be scheduled for faculty and staff who need an orientation to equipment operations. Please call the ISS Help Desk to make arrangements.

Faculty and staff may request equipment for off-campus use in conjunction with university-related projects. They may also request equipment for non-university related projects at a rental rate. All requests are subject to availability and approval by ISS. Requests should be made at least two full working days in advance to ensure equipment availability. ISS also handles the booking of certain media facilities on campus. Refer to the media requests page in myMount for a list of currently available equipment and media facilities.

## **Computer Labs**

TIS provides support for the hardware and software in both University general-purpose labs as well as departmental specialized computer labs. The Computer Learning Center (CLC) is comprised of three general-purpose labs. The CLC is located on the ground floor of the Seton Center building..

**PC Labs:** The two PC Labs (PC Lab 1 and PC Lab 2) contain Windows-compatible computers used in most computer-based classes. Each lab consists of high performance, graphic intensive computers. PC Lab 1 currently contains thirty-two computers for student use and one for instructor use. PC Lab 2 currently contains twenty-four computers for student use and one for instructor use. The instructor's computer is connected to a projector that displays the image that is on the instructor's screen in a way that all students in the room can see it. PC Lab computers also provide access to additional peripherals (e.g. DVD drives, etc).

A networked printer is located in each lab for printing requirements.

When these labs are not scheduled for classes, the computers and peripherals are available for use by individual students, faculty, and staff.

The PC Labs are located on the lower level of Seton Center.

**The Open Lab** is a 24-hour unattended facility and provides desktop PCs, Apple Macintosh computers, a networked printers and scanners.

The Open Lab is located in the lower level of Seton Center.

Most online library resources are available via the computer workstations in the Open Lab. Other library materials can be ordered online, pickup up at the Seton Information Desk, and returned to the drop box in the Open Lab. The majority of the computer applications available in the general computer labs are also available in the Open Lab. In addition, the workstations in the Open Lab provide access to the campus data network, the Internet and to e-mail. The Open Lab is maintained and administered by

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staff in the CLC.

Activities in all the computer labs must be in compliance with government and Mount copyright guidelines and the Policy for Responsible Use of Information Technology at the Mount St. Joseph University.

- **The Assistance Desk and Lab Techs:** An Assistance Desk in the Open Lab is staffed by lab technicians to assist clients during all scheduled operating hours. The lab techs offer assistance with basic software issues (entering an application, retrieving a file, printing, saving and exiting) as well as basic hardware problems (printer misfeeds, changing projector bulbs, etc.). Lab techs can be easily identified by their ISS identification badges.

The CLC lab techs are employed by the Mount's Information Services & Support Division. Their responsibilities and tasks are assigned by ISS. Therefore, lab techs may not assume additional tasks and responsibilities while on duty. Lab techs are not available for additional employment outside ISS.

- **CLC Hours and Lab Availability:** The CLC's operating hours vary from semester to semester. Calendars with the basic lab availability schedule are available at the CLC. For more detailed information, clients are encouraged to ask a lab tech at the Assistance Desk or call 244-4357, option 1.

### **Technical Assistance Requests**

TIS maintains the CLC operations. Technical difficulties should be reported to the ISS Help Desk at 244-4357.