

## **ARTICULATION OF RESPONSIBILITIES: INFORMATION SYSTEMS, SERVICE DESK, LIBRARY, TEACHING AND LEARNING CENTER**

There are multiple resources on campus for help with information and instructional technology: the ITGs (decentralized personnel assigned to and located in individual departments), the IS Service Desk (centralized facility located in the Bridge in ZSR Library) and the technology staff of the Z Smith Reynolds Library. This document provides a short summary of who to call for which questions.

For detailed information regarding ITG responsibilities, please see Appendix A.

For detailed information regarding Help Desk responsibilities, please see Appendix B.

All groups are expected to abide by University technology agreements and user policies—including strict adherence to non-disclosure of personal, academic, and research records of students and faculty.

Call the assigned ITG (or the “backup ITG” if the ITG is on PTO) for the following:

- Questions about discipline-specific or otherwise specialized software or hardware for instructional support, scholarship, or creative activities, including laboratory-specific hardware or software
- Advanced or discipline-specific questions regarding the standard software load, especially questions best suited for a face-to-face discussion of the solution
- Maintenance of department web presence and consult on design (Content provided by faculty and department staff.
- User training on standard hardware and software
- Immediate assistance with classroom, lab or other situations where time is a critical factor

Email or call the help desk ([help@wfu.edu](mailto:help@wfu.edu), 336-758-HELP) for the following:

- General issues with standard laptop hardware or software
- Passwords issues or questions
- Administrative computing questions, including Banner and Cognos and VPN
- Issues with the university license server (the key server)
- E-mail, WIN, and network problems

Call the specific person in the ZSR Library responsible for the following:

- Instructional design for courses (Lauren Pressley)
- Pedagogical integration of technology into the curriculum (Lauren Pressley)
- Investigation, testing and recommendation of new technologies for university-wide academic use (Lauren Pressley)
- Academic blogs and wikis hosted by ZSR Library (Lauren Pressley)
- Academic use of collaborative web-based tools such as Google Docs and Google Sites (Giz Womack)
- Research tools such as EndNote and Zotero (Giz Womack)
- Technology instruction for class-wide assignments and projects (Giz Womack)
- Equipment and Facilities at The Bridge (Barry Davis)
  - Mini Video Studio
  - Loan of equipment, including digital cameras and camcorders, digital audio recorders, projectors and microphones.
  - Multimedia lab with digitization equipment: scanners, video dubbing and editing stations
- Multimedia production for academic use (Barry Davis)
- Consultation on best infrastructure for academically-focused projects and data (software, organization of data, digital object creation best practices, delivery interface, storage requirements, etc.) (Erik Mitchell)
- New models of digital scholarship (Molly Keener)
- Contributions to WakeSpace, WFU's institutional repository (Molly Keener)
- Creation, access to and copyright clearance for electronic reserve items (journal articles, book chapters) (Heather Gillette)

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## APPENDIX A. DETAILED DESCRIPTION OF ITG RESPONSIBILITIES AND DUTIES

The Instructional Technology Group and Information Systems Service Desk work together to resolve technology issues. An Instructional Technologist may triage an advanced technical issue and report these findings to the Service Desk on behalf of faculty. The Service Desk may assist a faculty member by phone and find that instruction from an Instructional Technologist is most appropriate. We also provide some of the same services such as standard load support and hardware support. These two groups are mutually dependent.

### ITG Basic Support Responsibilities and Duties

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- Work with the department and faculty on department and discipline-specific projects, including identification, installation and support of hardware or software.
- Provide support for Thinkpad hardware, including connections to approved peripherals (mice, monitors, etc.) and initial diagnosis of issues; initiation of IS Remedy ticketing for repair of such equipment.
- Maintain discipline-specific printers and printing in the departments: general support of standard printers and first point of initiation of vendor and purchasing support services for networked printers, as required.
- Support standard load software: provide basic troubleshooting and initiate request to the Service Desk for more advanced technical issues, including software reinstallation.
- Support and address advanced and discipline-specific issues and software requiring user-instruction on standard load.
- Provide classroom instruction of standard load techniques/applications to students when directed by Faculty/Chairperson.
- Maintain department web presence and consult on design, as directed by the Chairperson or faculty committee (content provided by faculty and department staff).
- Troubleshoot multimedia in classroom spaces -- initiates cursory diagnosis and reporting of multimedia issues to the Service Desk.
- Troubleshoot networking in academic buildings -- limited to cursory diagnosis and reporting to the Service Desk.
- Provide assistance with backup if requested (data and backup remains responsibility of faculty person or administrator issued the computer).
- Initiate specification, purchase, and deployment of appropriate technology items to support teaching and research under direction by Chairperson and/or Supervisor.
- Assist on issues associated with migration of data from one computer to another (Faculty should be strongly encouraged to use procedures developed to preserve efficiency of ITG and IS protocols, rather than pursuing "exceptional" individual migration.)
- Provide "just in time" user training on standard hardware and software, either thru one-on-one training or identifying classes. (ITG should be fully conversant in the basic training provided to faculty and staff, and should be prepared to provide instruction based on the training script in the classroom or to individuals.)
- Deliver and retrieve department equipment to and from the help desk, as directed by Chairperson.

### Advanced ITG support (items deemed appropriate by agreement with Chairperson/Dean/Supervisor)

1. Support department non-standard computers, engaging vendor or IS support services when applicable.
2. Provide "discipline specific" application support.
3. Provide classroom instruction of discipline specific software/hardware (under direction of Faculty or Chairperson).
4. Provide research/scholarly information technology support (balance should not interfere with basic duties).

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## APPENDIX B. INFORMATION SYSTEMS SERVICE DESK

The Information Systems Service Desk is dedicated to providing customer service excellence to the Wake Forest community. The Service Desk serves as your first point of contact for services provided by the Information Systems Department.

Walk-in support	The Bridge, Z. Smith Reynolds Library
Phone	336-758-HELP336-758-HELP
Information Systems Service Portal	<a href="http://help.wfu.edu">help.wfu.edu</a>

### Information Systems Help Desk Basic Support Responsibilities and Duties:

- Provide basic troubleshooting on network infrastructure and escalate requests within Information Systems.
- Escalate requests for multimedia in classroom spaces within Information Systems
- Support networked application infrastructure (such as email Exchange, POP, SMTP, and Google mail, SIS, LMS, Web servers as per by SLA).
- Support ThinkPad and Lenovo desktop hardware issues and provide warranty certified support.
- Reload hard drives for standard ThinkPads (current standard, subject to licensing).
- Install software for "University Licensed" applications/drivers, including patches, fixes, updates, and current software versions. (Software installation and usage are subject to strict licensing agreements.)
- Provide basic troubleshooting including software reinstallation. Advanced technical issues are escalated within Information Systems. Advanced issues requiring user instruction are referred to the ITG.
- Resolve login and network credentialing issues.
- Support administrative technology including WIN/Banner/Cognos account and usage issues.
- Provide data recovery for faculty during machine "triage" (but not scheduled backup service).
- IS will endeavor to provide a "service loaner" computers during the ThinkPad repair process, preferably (though not guaranteed) of similar quality and type as the machine being repaired, so instructional activity is minimally disrupted.
- Communicate outages and changes directly to faculty, staff and students.
- Provide instruction on data backup if requested; data and backup remains responsibility of person issued the computer.
- Provide basic troubleshooting and escalate requests within Information Systems for telecom infrastructure operations/maintenance (telephones and voicemail system).

**All items are subject to Service Level Agreements (SLA) established by Information Systems; software installation and usage are subject to strict licensing agreements.**