General and Academic Computer Laboratory Management

Service Name: General and Academic Computer Laboratory Management

Description: This service provides ongoing deployment, management and maintenance of computer laboratories in academic departments and those generally available to the Furman community. This service also provides historical and real time statistical data and analysis of the use of campus computer labs to enable optimum utilization of hardware and software assets in the context of requirements of the academic programs.

Eligibility: This service is provided for faculty, staff and student users of all general and academic departmental computer laboratories.

How to Request Service: Contact the IT Service Center (864.294.3277 or service.center@furman.edu)

Availability:
- 7:00 am – 5:00 pm M-F for routine services
- Labs available whenever the university buildings housing laboratories are open. Academic department laboratory availability is subject to respective department policies. Lab monitoring occurs 24 hours a day, seven days a week.

Charges: Lab deployments and support services are offered at no charge to the customer by the Media Systems Specialist or one of the three Instructional Technologists in collaboration with the Media Systems Manager and Systems and Networking staff. Certain academic and special-use labs which include software not otherwise provided by ITS may be responsible for all or part of the specialized software licensing or purchase costs. Usage reporting is offered at no charge to the customer.

Service Line: Learning Technology Services

Features:
- Provides consulting services with customers and Systems and Networking staff to build, test and deploy optimal images customized for each laboratory.
- Uses state-of-the-art deployment tools to install images on lab systems and perform customization on each computer required for computers to have unique identities within the FU domain.
- Decommissions obsolete laboratory computers and installs replacement computers.
- Installs applications required for appropriately protecting computer hard drives from modifications when appropriate (Deep Freeze).
- Installs appropriate applications for customers to appropriately connect to the Furman network, to monitor the usage and performance of computers, to remotely analyze and troubleshoot laboratory computers, and to print to appropriate printers on the network.
- Consults with laboratory stakeholders to insure that appropriate software is maintained and kept up to date on laboratory computers.
- Works with Network and Systems staff to enable usage of Virtual Desktop Infrastructure.
- Collaborates with Service Center staff regarding laboratory configurations to enable the Service Center to perform routine troubleshooting.
- Labstats Enterprise Computer Statistical Software used for monitoring.
- Reports available on application and station usage.

Owner: Susan Dunnivant, Ed.D., Director of Learning Technology Services

Pre-requisites:
- Appropriate infrastructure is required to deploy and maintain computer laboratories. Adequate funding for required software is also prerequisite to successful laboratory implementation.
- Computers for which monitoring analyses are requested must have LabStats software installed.
- Computers must have been installed and in operation during the time period for which statistics are requested.

VP Customer: Vice President for Academic Affairs and Dean

Delivery Channels:
- Consulting with customers.
- Images configured, tested, deployed, properly labeled and managed on network resources.
- Remote and in-person image transfers for troubleshooting, upgrades or initial deployments.
- Remote and on-site troubleshooting.
- Requested usage reports may be emailed to the requestor or picked up from the IT Service Center.
- Completed work orders.

Service Targets:
- 90% of faculty / students reporting available technologies above minimum expectations on TechQual survey items that may apply to laboratories.
- Less than 5% of service requests representing unforeseeable failures related to outdated/incompatible software or related activities that may impact computer use (such as a change in laboratory printer).
- Initial response to 100% of reported trouble with laboratory computers in one business day.
- Requests for data receive a response within 2 business days, 90% fulfilled within 2 business days.
- Continual communication with ACC regarding priorities for planning purposes.
- Informal feedback from primary stakeholders 100% positive.