FOSTERING USER EMPOWERMENT WITH TOOLS & KNOWLEDGE

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Information Technology: User Services
William Paterson University
WILLIAM PATERSON UNIVERSITY

- 4 year
- Public
- 5 colleges
- 11,048 Total Enrollment
- 1,167 FT employees
- 404 FT faculty
- 730 adjuncts
User Services

- Help Desk (tier 1)
- Technology Consultants (tier 1)
- Field Support (tier 1.5)
- Enterprise Desktop Support (tier 3)
User Empowerment and User Connectedness. Why?
OVERVIEW OF PRESENTATION

- Computer Availability
- Uniprint
- USMT
- Software Center
- Wiki
COMPUTER AVAILABILITY

- Where do you want to work?
  - Real time data
- Course schedules
- Unavailable computers
- Reporting
- Open source @

[Link to GitHub repository](https://github.com/MontclairState/)

![Chart showing room availability](chart.png)

**Room: 125**
- Free: 6
- Inuse: 18

**Status: Class In Session**

**Description: PC Lab**
COMPUTER AVAILABILITY

www.wpunj.edu/ca
EVOLUTION OF PRINTING
UNIPRINT FUNCTIONALITY
RELEASING PRINTS

Pharos Authentication Service

To log in swipe your card to the sensor or use the keyboard to enter your username.

Username:

[Keyboard interface with letters and numbers]
UNIPRINT – MY PRINT CENTER

www.wpunj.edu/webprint
RESPONSIBLE SPENDING
UNIPRINT

- Findable
- Usable
- Valuable
- Reliable
- Accessible
- Useful
USER STATE MIGRATION
USER STATE MIGRATION TOOL

IT Moving Company
SOFTWARE CENTER
# SOFTWARE CENTER

## Available Software

<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE</th>
<th>PUBLISHER</th>
<th>AVAILABLE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe InDesign CC x64</td>
<td>Application</td>
<td>Adobe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adobe Photoshop CC x64 2014</td>
<td>Application</td>
<td>Adobe</td>
<td>4/23/2015</td>
<td>Available</td>
</tr>
<tr>
<td>Adobe Premiere Pro Creative Cloud</td>
<td>Application</td>
<td>Adobe</td>
<td>5/27/2015</td>
<td>Available</td>
</tr>
<tr>
<td>FileZilla 3.7.3</td>
<td>Application</td>
<td>FileZilla</td>
<td>11/12/2013</td>
<td>Available</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Application</td>
<td>Google</td>
<td>9/24/2013</td>
<td>Available</td>
</tr>
<tr>
<td>Mathematica 10.0.2</td>
<td>Application</td>
<td>Wolfram</td>
<td>1/8/2015</td>
<td>Available</td>
</tr>
</tbody>
</table>

## Adobe Photoshop CC x64 2014

**OVERVIEW**
- **Status:** Available
- **Version:** CC 2014
- **Date published:** 4/1/2015
- **Help document:** [Click here](https://itwiki.wpunj.edu/index.php/Adobe_Photoshop)
- **Installing Adobe Creative Cloud Photoshop x64**

**REQUIREMENTS**
- **Restart required:** Might be required
- **Download size:** 1869 MB
- **Estimated time:** 10 minutes
- **Total components:** 1

**DESCRIPTION**
Adobe Creative Cloud Photoshop x64

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**INSTALL**
“Good documentation describes the why and the how to.”

-- Thomas Limoncelli et al., *The Practice of System and Network Administration*, 2nd Ed.
ANATOMY OF A GREAT ARTICLE

• Descriptive title
• Illustrated
• Headings
• General structure (numbered or bulleted lists)
• Links
• Look at Wikipedia’s Manual of Style
ENCOURAGING ADOPTION

- Responses to tickets
- Encourage exploration
  “Go to wiki, search for…”
- Featured articles
- “Did you know…”
- Special pages
### Non-standard computer or device checklist

This is a checklist that we will use when setting up a non-conforming computer or device. Ensure the below items are completed before deploying device to clients.

#### Examples of non-standard devices
- Windows 8.1 tablets
- Faculty and Staff Devices

#### Additional Settings
- Add primary user to local admin group
- Map network printers manually
- Disable the NIC on bootup

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### Icebox

**Available free food**
- Nothing at the moment

**Notable content**
- [Edit]

**Historical**
- The red lunch bag

**Contributors**
- [Edit]

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THE RESULTS

• Clients self helping themselves
• Developing a knowledgeable client
• Empowered IT staff. Appropriate responses to client, vetted by many within IT
• Another effective tool in our toolbox
Thanks! Questions?

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