



TECHNOLOGY SUPPORT CENTER

May 4, 2011

Dear Campus Community:

Thank you for your continued feedback and ideas for the Technology Support Center (TSC). We're pleased to share our progress and updates to improve our service.

- **MICROSOFT OFFICE 2010**, a productivity suite for Microsoft Windows and successor to Office 2007, was released to UW-Whitewater faculty and staff on April 4. At this time, adopting Microsoft Office 2010 is optional. If you want to install Office 2010, visit the iCIT website for instructions and more information: <http://www.uww.edu/icit/>. Faculty and instructional staff should be aware that the current version of TurningPoint (responseware) is not compatible with Office 2010. This summer, a new version of TurningPoint that is fully compatible with Office 2010 will be available.
- An early adopter program for **OFFICE 2011**, Microsoft's version of Office for Macintosh, was recently completed on campus. Following compilation and analysis of feedback from the early adopters, the campus release of Office 2011 will be scheduled for summer 2011.
- **TECHNOLOGY PURCHASING:** Please help us manage the TSC Help Desk annual work flow around peak purchasing times by placing orders for new equipment by June 1. When you place your order by this date, you can expect billing chargebacks to be completed by the end of the fiscal year, and delivery of your computing equipment by mid-August. **Important note:** Due to manufacturing delays, orders for Apple iPad2s are requiring an 8-12 week lead time for delivery. For consultation or to place your order for computers, software or other office technology, contact Techpurchasing@uww.edu, or visit <http://www.uww.edu/icit/services/tdc/index.html>
- **IRONPORT SPAM MANAGEMENT:** Faculty and staff may opt-in for a spam quarantine service from Ironport. The quarantine service allows more control over your individual email, and more flexibility in deciding what does and what does not constitute spam for you. A quick phone call, email or self-serve ticket to the TSC is all it takes to get this useful email tool. For more information, visit the iCIT website at <http://www.uww.edu/icit/services/email/spam.html>
- Last month, iCIT conducted a **WORKSTATION MANAGEMENT SURVEY**. We appreciate the time and attention of the 219 faculty and staff who participated in this survey. iCIT 1G flashdrives were delivered to the first 20 people who took the survey. The comments below represent the three most common concerns expressed in the survey, and will help drive our workstation management strategy.

"It would be helpful if I could have a computer at home (desktop or laptop) that would exactly mimic the screen of my computer at school."

"I would like more rapid deployment of OS upgrades".

"I would like more storage, accessible on and off campus where I can save the latest versions of my documents. I'd like more email storage."

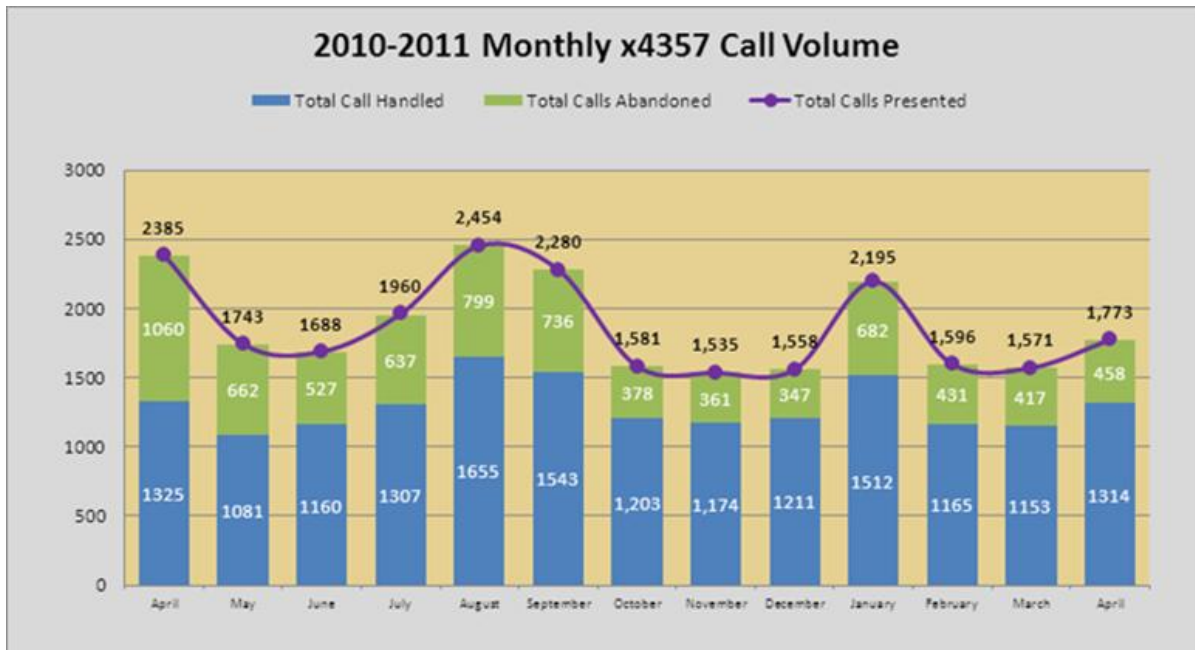
Thank you for your feedback!

Sincerely,

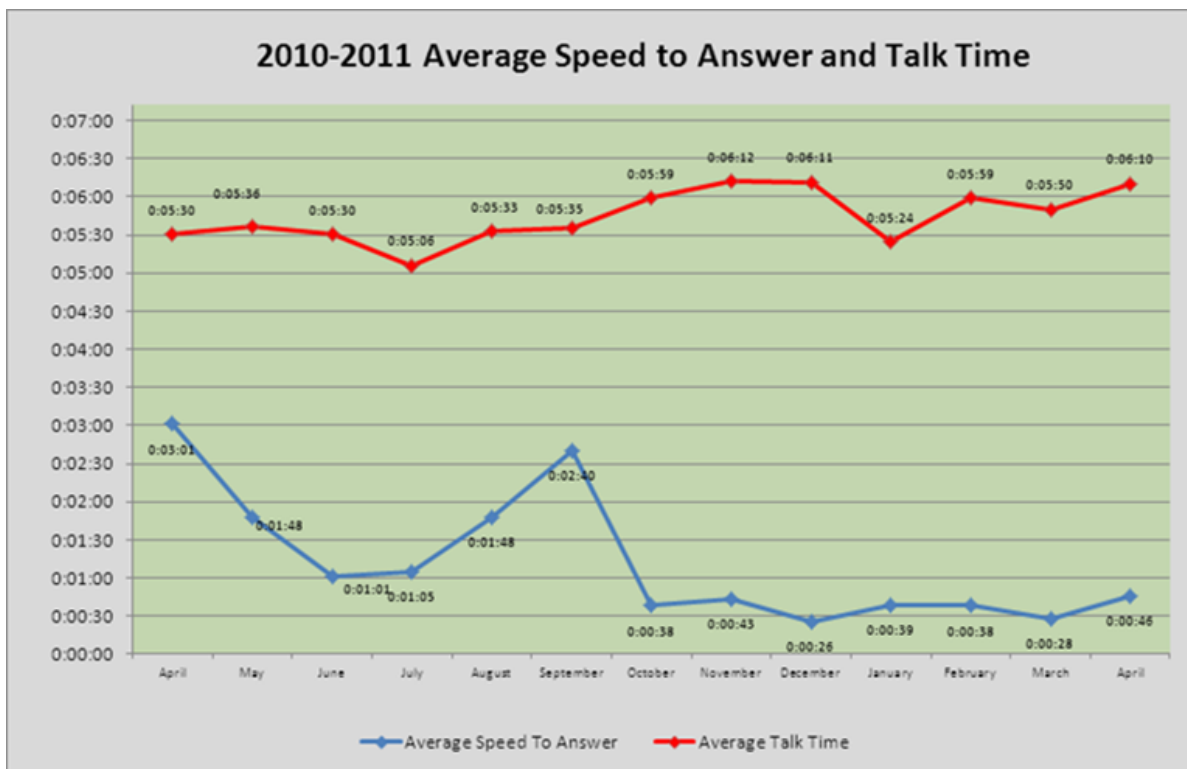
Elena Pokot, CIO and Kent Steinike, Customer Technology Service Support Director

CALL CENTER METRICS

We're using TSC Call Center metrics to monitor and improve our service. We'll continue to share these key metrics, and welcome your thoughts and comments.



Monthly Call Volume The above chart represents total calls presented to the 4357 (HELP) extension, calls handled by either an agent, Voicemail, and calls that disconnected. From April 2010 to April 2011, fewer calls were abandoned. Despite this progress, we are continuing to focus on reducing the number of calls that are missed.



Speed to Answer and Talk Time The above graph shows average time to answer a call upon entering the TSC phone queue, and also the average time on the phone with the caller while creating a ticket or resolving an issue. While the year-long numbers indicate a trend toward more calls answered more quickly, in April the TSC experienced a bump in calls while assisting the HRS transition, resulting slightly longer talk times and slower speed to answer averages.