

# USM Help Desk Newsletter



UNIVERSITY OF  
**SOUTHERN MAINE**

## How to Best Utilize the USM Help!Desk

The USM HelpDesk's goal is to enable and assist the USM computing community with all their computing needs.

We are open during regular USM business hours (M-F, 8—4:30) and have a voice-mail system so callers may leave an after-hours message for HelpDesk staff or listen to a recording about current outages. All messages will be replied to as soon as possible.

The HelpDesk staff includes three full-time professional staff and several work-study students. During peak times, there are often as many as 8 phone stations busy with calls.

Each call that is received at the HelpDesk is recorded in our database. Approximately 85% of these calls are solved within the 5 minute period of that first call. Calls that are not solved within that time are escalated to a

second-level technician where it will either be solved, more research may be required, or an office visit will be scheduled.

Some computer users prefer to bypass the HelpDesk and attempt to call a second level technician directly. This practice will probably increase the length of time that it takes to solve the issue as that second level technician may be out of the office or involved in other issues. The HelpDesk is truly the best route to take as they will record the issue, take steps to get that issue resolved, and follow-up on that issue if it hasn't yet been solved.

Call the HelpDesk at 780-4029 to enable us to best service your computing needs. You may also email us: [helpdesk@usm.maine.edu](mailto:helpdesk@usm.maine.edu)

We're on the Web!  
[www.usm.maine.edu/  
computing](http://www.usm.maine.edu/computing)

Fall 2005/Spring 2006

## The Division of Information & Technology

In January 2005, USM established the new Division of Information and Technology. It is headed by USM's first Chief Information Officer - Wm. W. Wells, Jr. Prior to his appointment he was Associate Provost for Technology, Information Systems, and Libraries; Law Library Director; and Professor of Law. Division was created out of the work surrounding Transforming U.S.M.: 2004 -09. The Division consolidates all Information and Technology positions and services under a single management structure.

There are five Departments in the Division. They are IT User Services, IT Network Services, Database Applications and Support, Information Reporting and Telecommunications. The Departments are to work as a business partner with the other U.S.M. Divisions and Departments to accomplish their missions. The collaboration is enhanced by focusing on the following goals:

- Establish formal IT processes and standards throughout USM
- establish formal backup and cross-training assignments
- balance human and technology resources to accomplish essential tasks
- provide IT governance and priorities that would weigh organizational and departmental needs
- establish a standard service model for U.S.M. Information and Technology.

These goals and the U.S.M. Plan (2001) guide our efforts in shaping U.S.M.'s Information and Technology services to meet the maturation and growth of the University's reliance upon technology and information.

### Help Desk Facts

The Help Desk received a total of 6,112 logged calls during 2004-2005 Academic Year to include Summer 2005. Check it out below:

Fall 2004 = 2,442 calls

Spring 2005 = 2,021 calls

### Break Down

	Fall '04	Spring '05
Hardware	124	114
Software	644	481
Networking	607	523
Muskie	186	234
DASD	25	47
Help Desk	856	622

Summer 2005 = 1,689 calls

Total Calls Logged since

Sept. 1998 = 49, 424

Help Desk Email Requests  
from Jan 2005 to July 2005 =  
1,766

# Meet Our Staff

## I. T. User Services

The public face of the division, this unit provides desktop support to the USM community. Functions include computer labs and classrooms, Help Desk, end-user training, and software licenses and service level agreements.

Keith Witherell Interim Director  
Carl Helms I.T. Consultant

### Software Support

Ann Brushwein Software Support Specialist  
Bob Pinkelman Mac Specialist  
Chris Gould Windows Lab Administrator  
David Eldridge Windows Lab Administrator  
Emily Hallett Adaptive Technology Specialist  
Jim Kessler Mac Specialist/Mac Lab Administrator  
Kevin Granahan Software Support Specialist

### Help Desk

Cheryl Thompson Software Support Specialist/Help Desk Coordinator  
Hilda Moulton Computer Support Specialist  
Mary Beth Davidson Computer Support Specialist

### Microcomputer Labs

Carol Sobczak Lab Manager  
Lee Ann Pipkin Portland Lab Coordinator  
Richard Coffin Gorham Lab Coordinator

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## Database Applications & Support

Staff members from previously disparate units have joined under this unit to develop and/or support sophisticated database applications. This unit also is responsible for data security, database server operations and supporting legacy systems.

Stephen Houser Director

### Database Application & Software Development

Alan Fitzgerald Database Application Developer  
BJ Bierce Database Application Developer  
Bonnie Troester Database Application Developer  
Chris Faulhaber System Administrator  
Danny Hughes System Administrator  
David Crumb Database Application Developer  
Robin McGlaulin Web Support Specialist

# Meet Our Staff

## Network Services

Professional IT network and system administrators comprise this unit that is responsible for the security and access to the computing infrastructure at USM. In addition to managing USM’s networks, UNET interface, servers, routers and switches, this team also provides technical services to users.

Merton Nickerson Director

### Networking

- Jim Cyr Manager
- Andy Smith-Petersen Systems Administrator
- Frank Brooks Systems Administrator
- Jon Dustin Network Specialist
- Larry Shewell-Woodbury LAC Network Specialist
- Tomas Harriman Network Support Specialist

### ResNet

Chad Casey ResNet Coordinator

### Hardware

Jerry Brokos Manager

### The Logic Shop

Adam Kennedy Desktop Computing Purchase Consultant

### Administrative Office

- Judith Ferrante Manager
- Kerry Enos Administrative Associate
- Sarah Mason Administrative Assistant II

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 : Meet other Unit Members of D.O.I.T. at <http://www.usm.maine.edu/doi/> :  
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**Information Reporting:** This unit will be responsible for the data reporting and analysis that USM is required to provide for its various departments and to outside agencies. Subject matter experts who understand the data and how to review and present it will be brought together from several offices to provide this function.

**Telecommunications:** This unit is responsible for voice communications and the associated infrastructure and service coordination at USM. Technically trained telecommunications professionals also will work closely with the University System telecommunications initiatives.



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I. T. User Services Help Desk  
96 Falmouth St.  
144 Luther Bonney Hall  
Portland, ME 04104  
Phone: 207-780-4029  
Fax: 207-780-4565  
Email: [Helpdesk@usm.maine.edu](mailto:Helpdesk@usm.maine.edu)

*Let us Help you with your Computer Problems*

### HELP DESK MISSION STATEMENT

The purpose of the HELP! Desk is to provide computing support to the entire USM Community including staff, faculty and students on university owned computers and university supported applications. Our aim is to provide 100% customer satisfaction and have instituted many policies and procedures to attain this goal. When you call, you can be assured that your computing question will be dealt with professionally and courteously by the phone center staff. If we can't provide an immediate answer to your question it will be assigned to one of our highly skilled technicians who will then work with you to find the best possible solution.

Check out USM's database of  
FAQ's at  
<http://www.usm.maine.edu/faq>

## Helpful Websites to Know

### Acceptable Use of Information Resources Policy

<http://library.usm.maine.edu/aup.html>

### Search the Knowledge Database of Frequently Asked Questions

<http://usm.maine.edu/faq>

### What is a Listserv?

<http://www.usm.maine.edu/listserv/>

### Groupwise Web Access

<http://gw.usm.maine.edu>

### USM Modem Use Policy

<http://www.usm.maine.edu/uct/modems/modempol.html>

### Access UNET Account

<http://mail.maine.edu>

### Computing Resources

<http://www.usm.maine.edu/computing/resources/index.htm>

### Telecom Work Order Request Form

[http://www.usm.maine.edu/~telc/forms/form\\_servreq.htm](http://www.usm.maine.edu/~telc/forms/form_servreq.htm)

### PeopleSoft

<http://www.maine.edu>, select PeopleSoft Access

### The Logic Shop (Computer Sales)

<http://www.usm.maine.edu/computing/sales/>

### Understand CD-R & CD-RW

<http://www.cdrfaq.org/>

## Subscribe to the IT-Digest

USM's Division of Information & Technology (DOIT) has introduced IT-Digest, an electronic newsletter designed to keep the USM community informed about technology related issues, events, updates and news. Each issue will include useful information and links to more information about the division's activities. In order to receive this e-newsletter, you will need to subscribe to IT-Digest. To subscribe go to <http://mailman.usm.maine.edu> and follow instructions to subscribe to the IT-Digest list. You will need to type in your name, email address and the exact name of the list, "IT-Digest". List members may also unsubscribe at any

time. If you have any questions regarding this list or other technology related issues, please contact the HelpDesk at 780-4029 or by email, [helpdesk@usm.maine.edu](mailto:helpdesk@usm.maine.edu).

