ANNUAL REPORT 2012 2013

PARTNER CAMPUSES | BROWARD TECHNOLOGY SERVICES NORTHERN TECHNOLOGY SERVICES

FAU OFFICE OF INFORMATION TECHNOLOGY
Florida Atlantic University

DANIA BEACH

DAVIE

JUPITER

FORT LAUDERDALE

Table of Contents

Partner Campuses Technology Services 1
- Mission Statement 1
- Organization Structure 2

2012-2013 Major Accomplishments 4

Partner Campuses by the Numbers 11

Service Areas 15
- Computer Labs 15
- Consulting Services 15
- Learning Resources 15
- Network Services 16
- Technical Services 16

2013-2014 Goals 17

Appendices 19
- Appendix A 19
  FAU Assessment - Strategic Plan Goals
- Appendix B 21
  BTS Statistics
- Appendix C 30
  NTS Statistics

Partner Campuses Technology Services

The Office of Information Technology (OIT) provides technology support to Florida Atlantic University's (FAU) partner campuses through two departments: Broward Technology Services (BTS) and Northern Technology Services (NTS). These departments work collaboratively with the communities of the partner campuses of FAU to offer local technology support to their needs.

These departments are headed by Dr. Alberto Fernández, Director of Partner Campuses, who reports to the University's Associate Vice President and Chief Information Officer, Mr. Jason Ball.

Mission Statement

In alignment with the general mission of the Office of Information Technology division, the mission of BTS & NTS is to provide the strategic leadership, planning, and daily technical operations support to fulfill the needs of the different campuses (Davie, Fort Lauderdale, Jupiter, and Dania Beach) of Florida Atlantic University.

More concretely, BTS and NTS work collaboratively with the FAU partner campuses' community to facilitate the academic mission of the University. Our primary goal is to provide comprehensive, responsive and reliable technology services and support to FAU faculty, staff and students, as well as to help our campuses to implement new technologies while maximizing budgeted resources.

Both, BTS & NTS are comprised of dedicated information technology professionals who strive to be leaders in the understanding and implementation of new technologies, and to demonstrate and advise on new methods, trends and equipment. NTS works cooperatively with other OIT groups to develop creative strategies for new uses of technology across all FAU campuses. BTS & NTS play a pivotal role in helping FAU advance its institutional goals by providing the highest level of customer satisfaction.

Organization Structure

As a result of the consolidation efforts that the university underwent throughout the last fiscal year (due to budget difficulties), both departments (Broward Technology Services and Northern Technology Services) were re-organized with a significant number of changes. The first main change took place between July and August of last year. Due to the relocation of the academic programs and the suspension of operations of FAU's Treasure Coast campus, the Director of Northern Technology Services, Ms. Joanne Julia, was re-assigned to another position within OIT in the Boca Raton campus. She is currently heading OIT's Instructional Technologies department. At the same time, Dr. Alberto Fernández (Director of Broward Technology Services) acquired the responsibility of managing NTS. As such, Dr. Fernández' title changed to Director of Partner Campuses Technology Services, to better reflect his increased responsibilities.

In Broward Technology Services, Mr. Ivan Aristizábal was promoted to the position of Assistant Director of the department. In this new capacity, he assists in providing direction and leadership to the BTS department. Mr. Aristizábal holds a bachelor's degree in Computer Science and a MBA in Operations Management, both from Florida Atlantic University. Additionally, he is also a Microsoft Certified Systems Engineer and an Apple Certified Associate. Other changes that affected Broward Technology Services included the change in working title for Mr. Joseph Sher, which changed to Technical Services and Computer Labs Manager for the Fort Lauderdale campus. Mr. Sher will be the only OIT staff member onsite supporting the Fort Lauderdale campus. Three other very valuable part-time (OPS) employees were hired during this period: Ms. Andrea Olivares, Mr. James Wilson, and Mr. Tejkumar Upadhyaya.

The Northern Technology Services Group hired Mr. Kirk Main to work between the NTS office and the Jupiter Campus Administration office. Mr. Main was hired as a Computer Support Specialist. In terms of staff development, Mr. Marc Verdieu was able to obtain the Microsoft Lync Certificate, and the Chief Mount Certification. Mr. Robert Vitale also obtained 6 different Windows Server 2012, 2 Windows 8, and a Microsoft SQL Server database certifications.

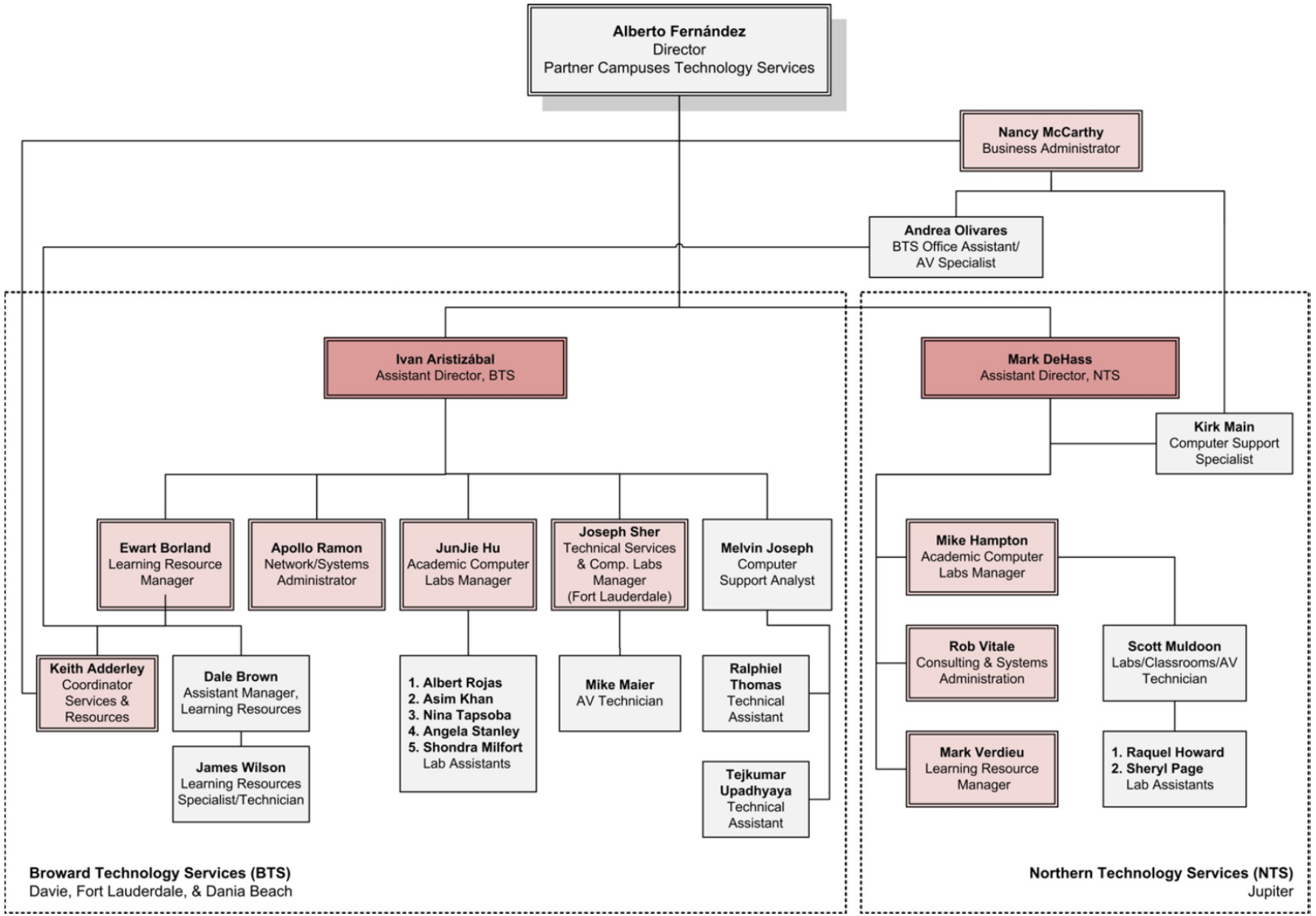
The organizational chart below reflects the current structure of the department.

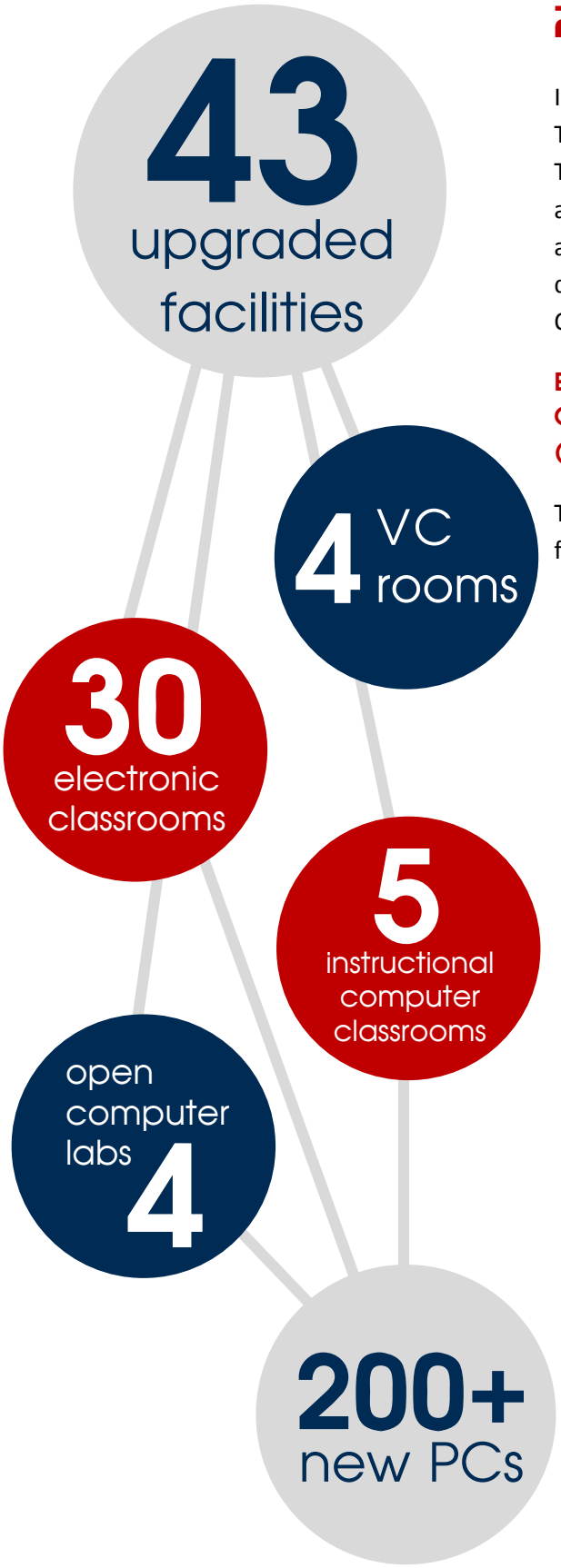
Owl Friend of the Year

The Broward Technology Services staff was recognized in the 2013 FAU Broward Achievement Awards ceremony. The event, which is organized by the Division of Student Affairs, took place at the Davie Campus Student Union on April 12.

BTS received the "Owl Friend of the Year" award for its outstanding leadership and service contributions to the campus and the division of Student Affairs.

Mr. Anthony Abbate, Associate Provost of the Broward Campuses, wrote a note to the department expressing the following: *"To our colleagues at BTS, Congratulations! Your award and recognition at the FAU Broward Achievement Awards is well deserved. We appreciate your work and team spirit each and every day."*


Alberto Fernández
Director
Partner Campuses Technology Services
Nancy McCarthy
Business Administrator
Andrea Olivares
BTS Office Assistant/
AV Specialist
Ivan Aristizábal
Assistant Director, BTS
Mark DeHass
Assistant Director, NTS
Kirk Main
Computer Support
Specialist
Ewart Borland
Learning Resource
Manager
Apollo Ramon
Network/Systems
Administrator
JunJie Hu
Academic Computer
Labs Manager
Joseph Sher
Technical Services
& Comp. Labs
Manager
(Fort Lauderdale)
Melvin Joseph
Computer
Support Analyst
Keith Adderley
Coordinator
Services &
Resources
Dale Brown
Assistant Manager,
Learning Resources
James Wilson
Learning Resources
Specialist/Technician
1. Albert Rojas
2. Asim Khan
3. Nina Tapsoba
4. Angela Stanley
5. Shondra Milfort
Lab Assistants
Mike Maier
AV Technician
Ralphiel
Thomas
Technical
Assistant
Tejkumar
Upadhyaya
Technical
Assistant
Mike Hampton
Academic Computer
Labs Manager
Rob Vitale
Consulting & Systems
Administration
Scott Muldoon
Labs/Classrooms/AV
Technician
Mark Verdieu
Learning Resource
Manager
1. Raquel Howard
2. Sheryl Page
Lab Assistants
Broward Technology Services (BTS)
Davie, Fort Lauderdale, & Dania Beach
Northern Technology Services (NTS)
Jupiter



2012-2013 Major Accomplishments

In an environment of constant change, the Office of Information Technology, through Broward Technology Services and Northern Technology Services, was able to accomplish several significant achievements in support of FAU's partner campuses. Some of those achievements included (Note: Please refer to Appendix A for a full description of each of the University's Strategic Plan Goals and Objectives):

E-Classrooms, Videoconference Classrooms, Instructional Computer Classrooms, and Open Computer Labs Upgrades (Goal 5 – Objective 6 | Goal 6 – Objective 1)

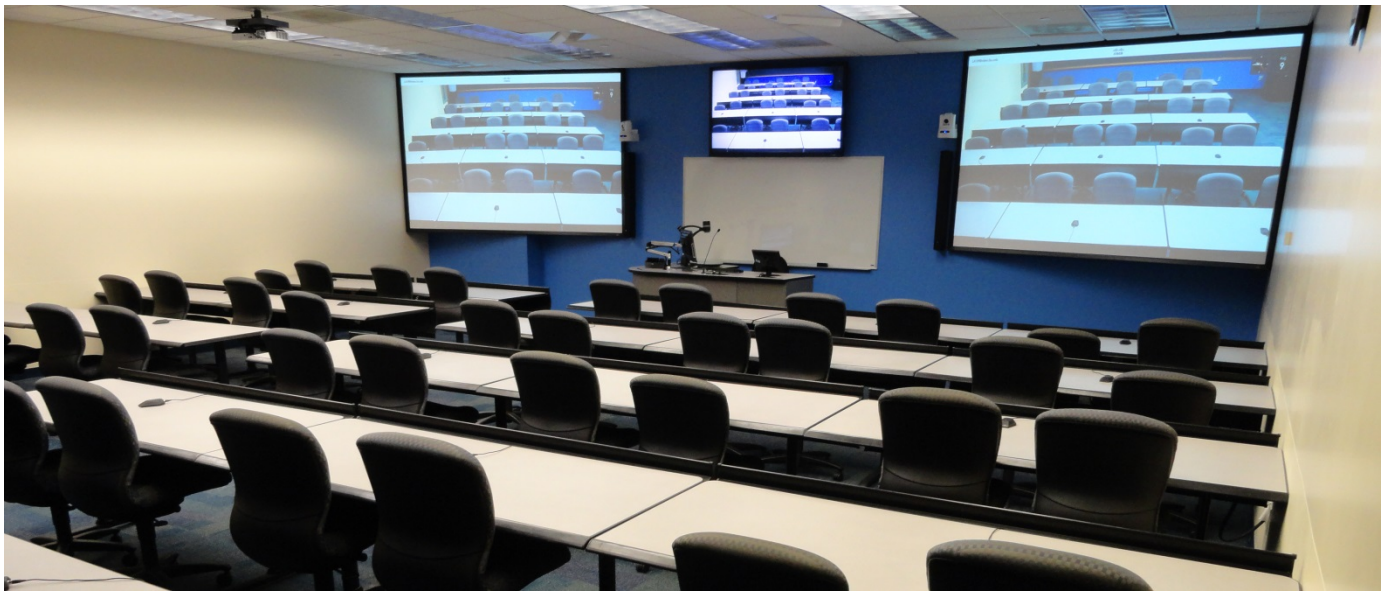
Throughout the 2012-2013 year, we were able to upgrade 43 facilities with more than 200 PCs. More specifically:

- **E-Classrooms:** Overall, 30 classrooms were upgraded to the latest OIT standards.
  - **Davie Campus:** 6 classrooms were upgraded (LA-124, LA-243, LA-404, LA-455, ES-103, and ES-108). Also, 1 departmental classroom, ES-263 (College of Education's Reading Lab), was upgraded.
  - **Jupiter Campus:** All the Jupiter campus classrooms (22 overall) were upgraded. Some classrooms (7 out of the 22) were fully upgraded (SR-209, SR-269, SR-270, SR-283, EC-104, EC-105, HC-139) with different audiovisual equipment. Also, 1 departmental classroom, MC-17 (Honors College Chemistry Lab), was upgraded.
- **Videoconference Classrooms:** Overall, 4 videoconference classrooms were upgraded to the latest OIT standards.
  - **Davie Campus:** 1 videoconference facility was upgraded (LA-139).
  - **Jupiter Campus:** A total of 3 videoconference facilities were upgraded: 1 general-use classroom (AD-206), 1 general-use seminar room (AD-205), and 1 departmental conference/seminar room (MC-201).
- **Instructional Computer Classrooms:** Overall, 117 machines were upgraded in 5 instructional computer classrooms.
  - **Davie Campus:** 2 instructional computer classrooms were upgraded (LA-303F, ES-105). Overall, 62 machines were replaced.

- **Fort Lauderdale Campus:** 1 instructional computer classroom was upgraded (HEC-608). Overall, 22 machines were replaced.
- **Jupiter Campus:** 2 instructional departmental computer classrooms were upgraded (HC-111 Honors College instructional/lab, and SR-271 Geomatics lab). Overall, 33 machines were replaced.

- **Open Computer Labs:** Overall, 4 open computer labs were upgraded with 67 new machines.
  - **Davie Campus:** 2 open computer labs were upgraded (LA-303, SU-101F). Overall, 54 machines were replaced. Also, 1 departmental open computer lab (Writing Center Lab) was upgraded with 7 new machines.
  - **Jupiter Campus:** 1 Open Lab area (Students' Burrow Cyber Café Lab) was upgraded. Overall, 6 machines were replaced.

FAU Davie Campus Open Computer lab | LA-303


FAU Davie Campus Videoconference Classroom | LA-139

FAU Fort Lauderdale Campus Consolidation (Goal 5 – Objective 6)

As the consolidation of the FAU services took place, Broward Technology Services helped to facilitate the move of various academic programs and non-academic departments from the Fort Lauderdale campus to the Davie and Boca Raton campuses. These consolidation efforts started during the 2012 Holiday break, and they continued during the Spring 2013 semester. Once the Spring semester was over, the final relocation took place. In order to allocate space to the units and academic programs moving to the Davie campus, BTS had to move its Technical Services unit, the campus' server room, and several Learning Resources storage spaces to other areas

FAU Davie Campus
Nursing Lab | LA-240

within the Davie campus. Several servers (3) located in the Fort Lauderdale campus server room were also moved to the Davie campus server room. At the same time, BTS helped the Broward administration to relocate, within the Davie campus, the technology equipment of other departments, offices, and/or academic programs. Some of those moves included:

Space	Old Location	New Location
Nursing Lab	LA-321	LA-224 & LA-240
Writing Center Lab	LA-220	LA-121
Admin. Conference	LA-204	LA-201
Research Office	LA-322	DW305 to DW-309
Diversity Center & Career Development Center	LA-240 Suite	LA-203 Suite

FAU Davie Campus Graphic Design Computer Classroom | LA-340

BTS coordinated and relocated all the academic instructional computer labs and/or technology equipment for the College of Arts and Letters' Graphic Design and Multimedia Studies programs. Overall, 10 instructional computer labs were moved, installed, and configured at the Davie campus. In addition, the University's Internet Radio Station was also moved.

BTS also worked with all the Fort Lauderdale campus departments, checking their equipment and providing guidance regarding their technology items, and advising whether they should be surplused or moved. Once a

piece of equipment was categorized as a surplus item, BTS staff prepared all surplus paperwork. Surplused computer hard drives were either deactivated onsite using software, or the hard drives were removed and sent to the OIT Boca Raton office for degaussing. In total, there were well over 250 computers that were surplused during the move.

Old Location	New Location	# PCs	AV & Other Equipment
Graphic Design			
AT-303	LA-220	8	2 printers, 1 scanner, AV equipment
AT-304	LA-333	1	1 printer, 1 scanner, AV equipment
AT-305	LA-303G	19	1 printer, 1 scanner, AV equipment
AT-507	LA-340	20	1 printer, 2 scanners, AV equipment
AT-808	LA-321	0	AV equipment
Multimedia Studies			
AT-414	LA-415A	19	AV equipment
AT-415	LA-415	26	AV equipment
AT-416	LA-432A	12	AV equipment
AT-921	ES-401	13	AV equipment
AT-928	ES-402	13	AV equipment
Internet Radio Station			
AT-410, AT-411, AT-412, AT-412A	LA-140A, LA-141, LA-144, LA-146	2	Audio equipment
Total	**14**	**133**	**5 printers, 5 scanners**

All telecommunications from Askew Tower (AT) were moved to the Higher Education Complex (HEC) building or to the Davie campus. Overall, 45 telephones were moved, and 5 new telephone lines were added.

At the end, several pieces of technology equipment were left behind in different areas of the buildings for Broward College to use; mainly infrastructure devices like access points or switches. As Broward College installs their own equipment throughout the building this upcoming year, BTS will remove FAU equipment and place it on other areas, as needed.

FAU Davie Campus
Graphic Design Computer Classroom | LA-340

FAU Davie Campus
Graphic Design Computer Classroom | LA-415

FAU Treasure Coast Campus Suspension (Goal 5 – Objective 6)

The campus suspension took place in the last fiscal year. However, due to the short period of time available to move all the equipment out of the Treasure Coast space, a lot of the equipment was simply moved to the FAU Jupiter campus. Therefore, from July to October, Northern Technology Services had to inventory, relocate, and install the equipment that was brought over. Some of the things that were accomplished were the decommissioning of servers, switches, and VC units; the relocation of a significant number of PCs within the campus; the relocation of three videoconference facilities, and the relocation of the digital signage displays.

FAU Jupiter Campus e-Classroom | SR-270

FAU Jupiter Campus Building MC-19 (Goal 5 – Objectives 4, 5, 6, and 7)

The inauguration of the new facility for the Max Planck Florida Institute for Neuroscience allowed FAU to gain back control of building MC-19. Northern Technology Services worked with Facilities and OIT Network group in preparing the infrastructure of the building for the College of Science. Part of the work included the installation of wireless access points, telephones, network switches, and the setting and configuration of several labs.

FAU Jupiter Campus Web Site (Goal 7 – Objectives 1, 2, and 3)

Northern Technology Services redesigned and launched a new Web site for the campus in January of 2013, eliminating the old outdated, often confusing, and seemingly impenetrable Web site. The new Web site provides updated information about the academic programs and services that the campus offers. Furthermore, it not only showcases the quality and strength of the academic programs, but also the beauty of the campus. The link is http://fau.edu/jupiter. NTS staff not only created the Web site, but is also responsible for maintaining and keeping it up-to-date.

Jupiter Campus Phone System (Goal 5 – Objectives 4 and 7)

The entire Jupiter campus phone system was upgraded to VoIP with new Session Initiation Protocol (SIP) phone sets. Northern Technology Services worked with OIT's Telecom group to make the transition.

Digital Display Systems (Goal 7 – Objectives 1, 3, 4, and 5)

We expanded our digital display systems with the installation of five devices in the Jupiter campus. We installed one device in each of the following locations: Dinning Hall, Library, Lifelong Learning, and one at each of the residential halls. We also installed 3 displays (that came from the Dania Beach campus and the Fort Lauderdale campus) in the Davie campus. BTS & NTS also upgraded the Four Winds system from version 4.0 to 4.5, and we started to create different templates for multiple occasions. Each template incorporates different elements (videos, PowerPoint slides, RSS feeds, etc.), thus making the displays more attractive.

TV Display Template Sample

Broward Student Affairs Database (Goal 5 – Objective 4)

Broward Technology Services developed a database for the different departments of Student Affairs. The database allows each office to scan the students' Owl Card, and keep track of the students that are seeking their services. The database is also used to track their events. This system provides them with multiple types of reports.

Davie Print Server (Goal 5 – Objective 4)

The Broward system administrator has created a virtual Windows Server 2008 R2 print server for the Davie campus. This server maintains print queues for all non-academic networked printers at the Davie campus and will facilitate printer installations and access control for all Davie faculty and staff. The print server will also facilitate the future implementation of private IP addresses at the Davie campus, since users will be connected to the network printers via the print queue instead of by IP address, the IP implementation will be invisible and with zero disruptions to the end user. Currently, the print server has a total of 24 printers, 10 Konica Minolta, 10 Hewlett Packard, 3 Ricoh and 1 Toshiba.

Campuses Events Support (Goal 7 – Objectives 1, 2, and 3)

Both Broward Technology Services and Northern Technology Services were involved in supporting more than 200 different events throughout the year. Some of the major events included:

Broward Campuses:

- Zumba to End Domestic Abuse: The goal of this event was to break the Guinness World Record for the largest Zumba class.
- 4th Annual Literary Feast (joint event with Broward College): The event highlighted publications by the faculty members from both institutions.
- The Fort Lauderdale International Film Festival: FAU participated in the festival showcasing movies in the park.
- The Fort Lauderdale St. Patrick's Day Parade: We provided IT support and infrastructure for the Fort Lauderdale Police department during the day.
- The Board of Governors Meeting (provided support with OIT's Instructional Technologies)
- Broward Undergraduate Research Symposium
- Broward Student Leadership Institute
- Quality Enhancement Plan (QEP) events
- The International Business Academy Conference

Jupiter Campus:

- TED Conference at FAU
- Girl Scouts of America Conference
- Center for Autism CARD Ados Training
- Leadership Palm Beach County
- Arbor Day Celebration
- College of Engineering Geomatics Annual Student research
- Florida Farm Service Agency Training Day
- Quality Enhancement Plan (QEP) events

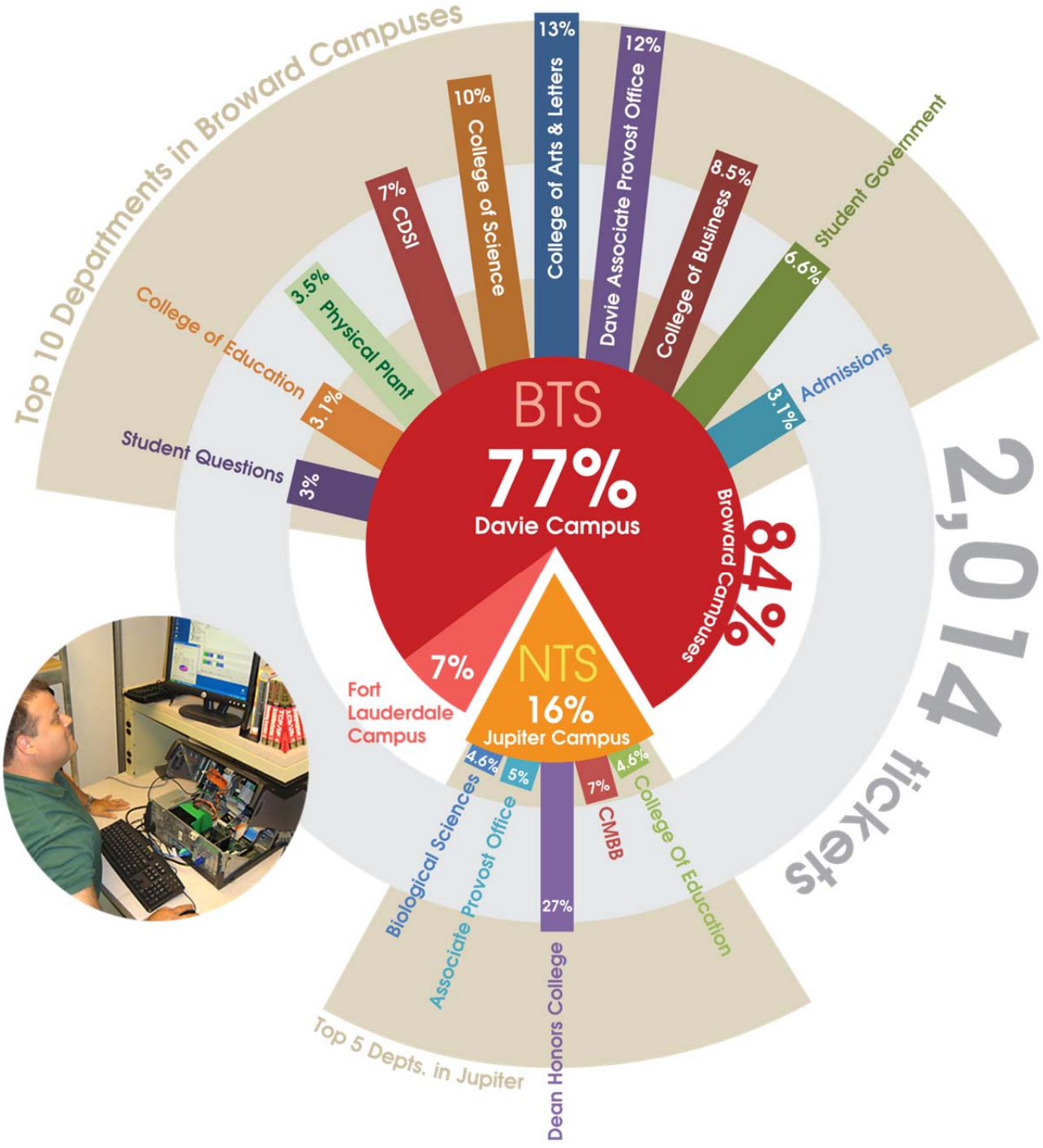
FAU Jupiter Campus Server Room

BTS & NTS Server Consolidation (Goal 5 – Objective 4)

Broward Technology Services consolidated 15 physical servers into 3 physical servers by creating virtual servers. All the old physical servers were surplused. Originally, Broward Technology Services used Microsoft Hyper-V to create our virtual servers. However, while doing the server consolidation, it was decided to change from Microsoft Hyper-V to VMware ESXI. In a similar way, Northern Technology Services consolidated 7 physical servers into 2 physical servers, using Microsoft Hyper-V. This server consolidation effort will continue in the upcoming year.

Partner Campuses by the Numbers

Broward Technology Services has maintained detailed information of their work for several years. On the other hand, Northern Technology Services did not use to keep detailed information, so data was not readily available. This past fiscal year, starting on the second half (since January 2013), NTS began to gather detailed data of their activities. Therefore, the information provided on the following pages does not provide the whole picture regarding NTS' valuable work. Unlike the data for BTS, which provides information for the whole fiscal year, the data for NTS only provides information from January 1, 2013 until June 30, 2013. The following pages highlight some of the numbers for BTS and NTS. However, more detailed data is located in the appendices of this report.

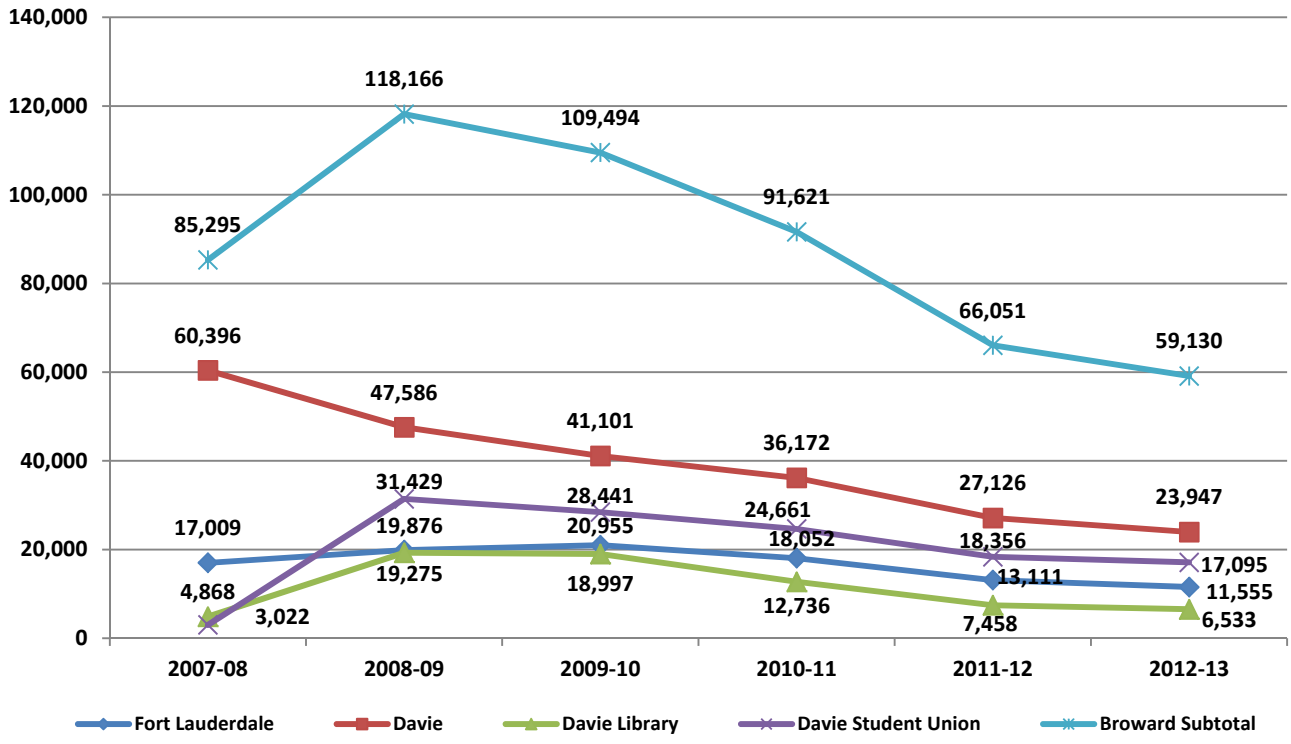


Technical Services Support: During the past fiscal year BTS and NTS took care of 2,014 tickets. As shown in the image from the previous page, the majority of the tickets (1,681) were handled by BTS. NTS handled 303 tickets from January until the end of June. Although, no statistics were kept, we can estimate that NTS probably handled around the same number of tickets during the Fall 2012 semester.

Open Computer Labs: BTS manages four open computer labs, three in the Davie campus and one in the Fort Lauderdale campus. Overall, those labs contain 130 machines available to the students. Since 2010, the number of visits to these facilities has declined. However, 2010 also marks the year of the university's re-organization of its academic programs, with a clear decline in the number of students attending Broward campuses. The open computer labs usage during these years clearly reflects the campuses' decline in student enrollment. In Jupiter, NTS manages 3 open computer labs, with 57 machines. Two of these open labs (HC-111 and LB-105a) are also departmental facilities, and as such, they are used for classes or other purposes, such as testing.

Lab Usage	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Fort Lauderdale	17,009	19,876	20,955	18,052	13,111	11,555
Davie	60,396	47,586	41,101	36,172	27,126	23,947
Davie Library	4,868	19,275	18,997	12,736	7,458	6,533
Davie Student Union	3,022	31,429	28,441	24,661	18,356	17,095
Broward Subtotal	**85,295**	**118,166**	**109,494**	**91,621**	**66,051**	**59,130**
Jupiter SR-109*	0	0	0	0	0	1,806
Jupiter HC-111*	0	0	0	0	0	137
Jupiter LB-105a*	0	0	0	0	0	808
Jupiter Subtotal	**0**	**0**	**0**	**0**	**0**	**2,751**
Totals	85,295	118,166	109,494	91,621	66,051	61,881

* Data shown only covers period from January 1 to June 30, 2013



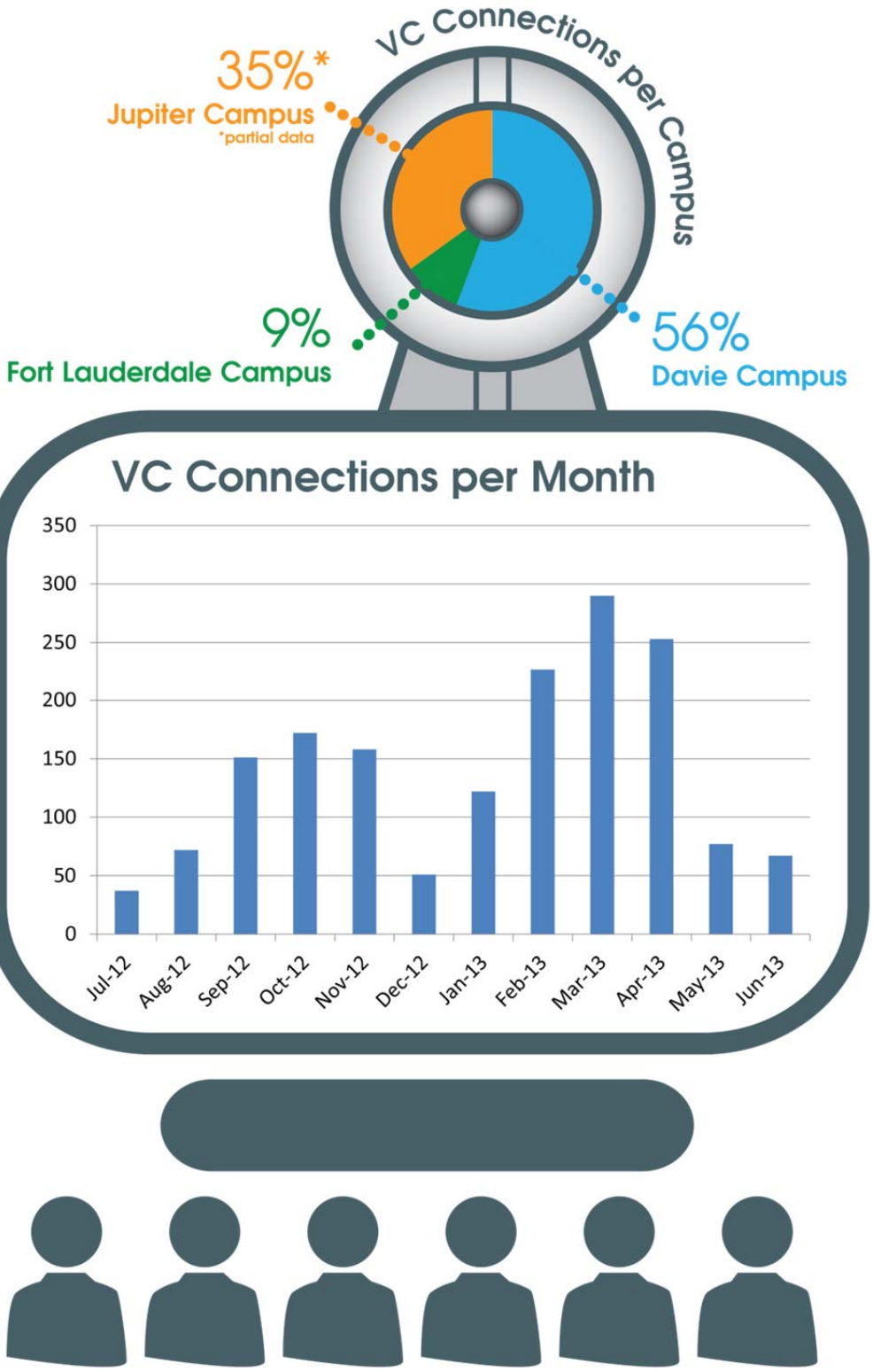
Learning Resources: Besides maintaining and supporting the classrooms and videoconference facilities, BTS and NTS Learning Resources groups managed a great number of events, as well as requests for audiovisual equipment. Between both groups, 418 equipment requests were received. The charts at the right show the equipment requests in the Jupiter campus and at the Broward campuses.

In terms of videoconference usage, Broward Technology Services supported 1,091 VC connections for classes and/or events throughout the year, in the nine VC facilities that were available between the Davie Campus and the Fort Lauderdale Campus. At the end of this fiscal year, the overall number of VC facilities in the Broward campus was reduced to eight, with the closing of one of the Fort Lauderdale campus facilities.

Similarly, Northern Technology Services supported 586 VC connections for classes and/or events throughout the year, in the ten VC facilities that are available at the Jupiter Campus. It is important to notice that although BTS and NTS supported 19 VC facilities, many of them are college and/or department specific.

From those 19 rooms, 6 are college and/or department specific, and 13 are general-use. Also, 10 of those units are placed in classrooms, while 9 are smaller conference/ seminar rooms.

Note: Data shown only covers period from January 1 to June 30, 2013



The left chart provides additional information about demands for videoconference per campus. Again, only partial information (the last 6 months) is provided for the Jupiter campus.

Loaner Pool: Both BTS and NTS have a loaner pool of various technology items (including laptops, projectors, or digital cameras) that can be checked out by faculty or staff members at each of the campuses. Faculty and staff can borrow these items, for a limited period of time, when needed. Overall, in the last fiscal year we received 142 requests to borrow different items, 88 requests were placed at the Jupiter campus and 54 requests were placed at the Broward campuses. The most requested items in all the locations were laptops and projectors.

Service Areas

Both Broward Technology Services (BTS) and Northern Technology Services (NTS) are organized into services areas that provide support to the different campuses. The following provides a quick overview of those areas:

Computer Labs

BTS and NTS maintain 6 open computer labs (3 in the Davie campus, 1 in the Fort Lauderdale campus, and 2 in the Jupiter campus) with more than 100 machines available to students. Besides that, BTS and NTS also maintain and support 21 instructional computer classrooms, combining general-use and department/college specific rooms.

FAU Davie Campus
Instructional Computer Classroom | LA-303F

Consulting Services

BTS and NTS offer consultation services on technology needs to all the different departments at the different campuses. Consulting Services assists in identifying, suggesting, testing and selecting the best technology solutions for the issues presented. They also provide a central point-of-contact for pre-purchasing consultation, and recommendations for all desktop computing purchases, as well as related hardware and software purchases. In summary, they provide:

- Acquisition assistance
- FAU on-site licensed software
- Academic pricing for hardware and software
- Technology research for your computing needs
- Access to a technology loaner pool

Learning Resources

BTS and NTS Learning Resources staff is in charge of providing a wide range of audiovisual services at the partner campuses. These services are mainly geared towards the support of the university's academic needs. Nevertheless, the group is also responsible for planning, developing, and executing a wide range of events aimed at supporting FAU's administrative and public service mission, including large-venue sound, videoconferencing events; live video streaming; as well as video/audio recording and editing production.

FAU Davie Campus
VC Conference Room | LA-150

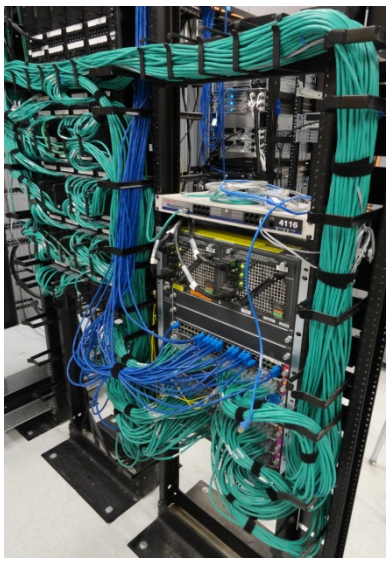
BTS and NTS Learning Resources groups also provide high quality presentation equipment, and professional media production assistance to support the academic and extended activities of the university community. In other words, they provide onsite specialists, video production assistance and duplication, and event support. More specifically, they provide maintenance and support of:

- Electronic classrooms
- Video conferencing facilities
- Conference rooms
- PA/Audio systems
- Mobile computer carts
- Projection systems
- Webcasting equipment
- Video/audio and editing equipment

Network Services

In conjunction with the Office of Information Technology's Network Department in the Boca Raton campus, both BTS and NTS help support the different campuses segment of the FAU backbone, which is a critical university resource providing data communication to laptops and/or desktops.

Network Services is responsible for maintaining high-speed Cisco switches in the buildings, as well as the wireless access points throughout all common and instructional areas. Network Services also maintains and supports 29 physical servers (17 physical servers in Jupiter and 12 in Broward) and 29 virtual servers (7 in Jupiter and 22 in Broward), including college and/or departmental servers, that provide data communication among campuses, access to network applications, shared drives, printing services, and storage space. In summary, they provide and/or maintain:



FAU Davie Campus
Switch room

- FAU Network Connections
- physical and virtual servers
- Wireless access
- File storage space
- File sharing
- Server support
- Daily monitoring and back-ups
- Preventive maintenance
- Phone connectivity and support

Technical Services

Technical Services provides a centralized in-house maintenance and support for all desktop computing needs of the campuses. More specifically, they provide:

- New and upgraded equipment set-ups, configurations, and installations
- General hardware and software maintenance
- Equipment troubleshooting and repair
- Comprehensive desktop support
- System integration
- Printers set-ups, configurations, and installations

The majority of the technicians hold the MCSE, Apple, and the A+ certifications. These certifications, especially the vendor neutral A+, confirm the ability of our technicians to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking.

2013-2014 Goals

The following are some of the major goals for both Broward Technology Services (BTS) and Northern Technology Services (NTS) in the upcoming fiscal year. Each goal has the University's Strategic Plan Goals and Objectives associated with it. Please refer to Appendix A for a full description of each of the University's Strategic Plan Goals and Objectives:

- Prepare partner campuses for the new 10.x.x.x IP addressing. This IP address scheme will become the FAU standard in the upcoming years. This new IP structure will allow us to have a virtually unlimited number of IP addresses to accommodate the growing number of different devices connecting to our network.
  Goal 5 – Objectives 4 and 7

- Upgrade 3 switches in the Fort Lauderdale campus. More specifically, the switches located in HEC's 6th, 8th, and 10th floors. These new switches will allow faculty, staff, and students to have a faster and more reliable connection to the network.
  Goal 5 – Objectives 4, 5, and 7

- Complete the relocation of the Fort Lauderdale campus server room, from the AT building to the 6th floor of the HEC building. Assist the College of Business in the creation of a server room for their academic program in the 10th floor of the HEC building.
  Goal 5 – Objectives 4, 5, and 7

- Complete the DHCP campus migration at the Jupiter campus.
  Goal 5 – Objectives 4 and 7

- Complete the removal of the technology that was left behind at the Fort Lauderdale campus for Broward College to use while they install their own infrastructure and equipment. Relocate that equipment to other areas and/or campuses, as needed.
  Goal 5 – Objective 7

- Coordinate, in all of the partner campuses, this year's upgrade to the newest standards of the next set of e-classrooms, videoconference rooms, open computer labs, and instructional computer labs.
  Goal 5 – Objective 6 | Goal 6 – Objective 1

- Complete the implementation of Room View in all of the e-classroom facilities at the partner campuses.
  Goal 5 – Objective 4

- Continue working with other OIT staff members to investigate the feasibility of implementing a software virtualization and/or a desktop virtualization environment(s) that could be more cost-effective for the university, and that could provide an improved user experience.
  Goal 5 – Objectives 4, 5, and 8

- Work on the addition (or replacement, in some cases) of multi-touch digital signage displays at the partner campuses. This includes not only the hardware, but also the display design of the templates with the administration of each of the campuses.
  Goal 7 – Objectives 1, 3, 4, and 5

- Help the FAU Broward campuses administration to update the FAU Broward campuses Web site with a new design and content information.

  Goal 7 – Objectives 1, 2, and 3

- Work with OIT and FAU's Center for eLearning into bringing the Teaching with Technology Showcase to one of the partner campuses during the next fiscal year.

  Goal 7 – Objectives 1 and 2

Appendix A

FAU Assessment - Strategic Plan Goals

The following shows the detailed description of the goals and objectives that apply to our departments, mainly goals 5, 6, and 7.

Goal 5: Building a State-Of-The-Art Information Technology Environment

- Objective 1: Provide colleges and non-academic units adequate and stable funding to maintain the information technology (IT) infrastructure necessary for instruction, research and other creative activities, and support and administrative functions.

- Objective 2: Assure that Information Resource Management's annual operating budget is stable and keeps pace with the expansion of services offered by the academic and non-academic units and allows for the timely systematic replacement of equipment for which IRM is responsible.

- Objective 3: Increase as needed University-wide IRM staff and college-based IT staff to support adequately the teaching, research and administrative missions of the University.

- Objective 4: Provide improved information technology infrastructure and support for University and college research and collaborative projects.

- Objective 5: Provide expanded facilities, infrastructure, capacity and support for distance learning activities to extend the reach of educational programs and to support cross-campus teaching.

- Objective 6: Increase the number of next-generation smart classrooms, videoconferencing facilities, and open and instructional computer laboratories.

- Objective 7: Maintain the network infrastructure and storage technology at an adequate level to meet expanding needs.

- Objective 8: Provide all students with the opportunity to develop and enhance their information technology proficiency.

Goal 6: Enhancing the Physical Environment

- Objective 1: Provide functional and attractive physical facilities with technologically appropriate infrastructure to support the University's academic and collegiate programs.

- Objective 2: Provide resources necessary to maintain all current and future facilities in order to manage maintenance proactively.

- Objective 3: Review and update a comprehensive facilities master plan to ensure consistency with the University's strategic plan.

- Objective 4: Create a “sense of place” through architectural vocabulary and by developing public gathering places (both interior and exterior), open spaces and collegiate campus neighborhoods to facilitate faculty and student interaction.

- Objective 5: Plan and develop residential and student support areas that foster collegial communities for both undergraduate and graduate students.

- Objective 6: Provide and promote efficient, safe, and accessible transportation systems that improve the flow of vehicle and pedestrian traffic on all campuses.

- Objective 7: Maximize utilization of instructional facilities.

Goal 7: Increasing the University's Visibility

- Objective 1: Showcase University accomplishments internally to faculty, staff and students.

- Objective 2: Showcase University accomplishments externally to local, regional, national and international audiences.

- Objective 3: Communicate the University’s identity and messages to the public with one consistent voice.

- Objective 4: Develop the infrastructure necessary to maintain and expand the University’s communications resources.

- Objective 5: Develop a crisis communication plan that takes into consideration the unique elements of a distributed campus model and can be applied to a wide variety of emergency scenarios.

Appendix B

Broward Technology Services Statistics

Helpdesk Tickets

Month	LR/e-Class/Labs	Network & Internet	Hardware Support	Computer Lab	Print Requests	Telecom	Systems	E-Mail	Blackboard	Website/CMS	Password Reset	Smartphones	Accounts	Total
July-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
September-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
October-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
November-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
December-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
January-2013	69	12	104	1	1	2	2	2	2	2	2	0	1	200
February-2013	67	7	70	1	0	4	0	1	0	0	0	2	0	152
March-2013	56	3	76	1	0	2	0	6	0	0	0	3	1	148
April-2013	56	5	87	0	1	0	1	5	0	0	0	1	1	157
May-2013	34	4	93	0	0	1	0	1	0	0	0	2	0	135
June-2013	30	4	93	0	1	1	0	2	0	0	0	0	2	133
Total	**312**	**35**	**523**	**3**	**3**	**10**	**3**	**17**	**2**	**2**	**2**	**8**	**5**	**925**

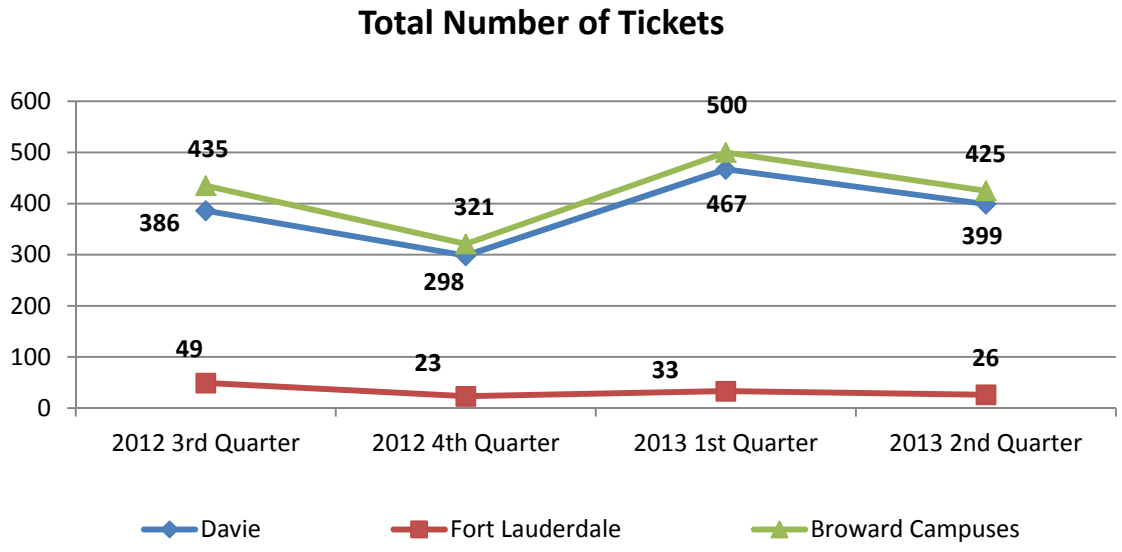
Month	Davie	Fort Lauderdale	Dania Beach	Total
July-2012	113	13	0	126
August-2012	112	9	0	121
September-2012	161	27	0	188
October-2012	142	0	0	142
November-2012	106	16	0	122
December-2012	50	7	0	57
January-2013	190	10	0	200
February-2013	141	11	0	152
March-2013	136	12	0	148
April-2013	149	8	0	157
May-2013	125	10	0	135
June-2013	125	8	0	133
Total	**1550**	**131**	**0**	**1,681**

Note: 2012 data not available

Total Number of Tickets | Colleges & Departments

Month	FAU Colleges						FAU Departments														FAU Broward Student Affairs									Total
	A&L	Business	CD&SI	Education	Nursing	Science	CSI	BTS	Admissions	DVE-VP	FLL-VP	Physical Plant	Registrar	Fin Aid	Testing Ctr	Police	DVE-Research	HR	Library	FLL-Up Bnd	Facilities	Assc. Dean	University	Recreation	Health	Counseling	DVE-SG	FLL-SG	Operation	St. Leadership	CDC	Students	
July-2012	9	14	9	2	2	11	0	6	2	21	1	8	2	0	3	0	0	0	0	0	0	4	0	0	1	6	11	6	0	5	1	2	126
August-2012	6	14	15	4	0	20	0	5	6	2	1	5	2	0	3	0	4	2	0	0	0	7	1	3	1	2	11	2	0	3	0	2	121
September-2012	21	14	21	8	1	14	0	13	3	45	10	3	0	0	3	1	0	2	0	0	0	3	2	1	1	5	8	4	0	3	0	2	188
October-2012	5	20	10	2	1	19	0	14	4	15	8	10	1	1	3	1	2	1	0	0	0	7	0	1	1	3	7	0	0	2	1	3	142
November-2012	12	6	26	3	1	5	0	9	1	7	5	5	0	2	8	2	3	0	0	0	0	1	5	1	1	2	12	0	0	2	3	0	122
December-2012	3	3	9	1	0	8	0	7	2	3	0	1	0	0	0	0	1	0	0	0	0	1	1	1	0	3	2	0	3	5	2	2	57
January-2013	30	22	8	5	2	12	2	14	9	27	9	7	2	0	3	0	1	0	0	1	0	3	1	3	0	4	8	5	3	2	7	10	200
February-2013	34	7	6	7	2	10	0	11	8	28	4	4	1	0	4	2	1	0	0	1	0	2	2	1	0	0	7	1	0	3	2	4	152
March-2013	26	10	2	5	2	12	0	12	7	21	4	5	1	0	2	2	2	2	0	1	0	1	0	2	0	2	12	2	1	2	1	9	148
April-2013	19	12	7	7	6	19	0	14	1	10	5	4	2	1	2	0	10	0	0	1	0	2	3	2	0	4	15	1	2	1	2	5	157
May-2013	21	10	5	4	0	17	0	13	7	6	3	4	1	0	4	1	3	1	0	1	0	4	4	2	0	5	9	0	3	1	0	6	135
June-2013	17	11	2	4	1	24	0	14	2	14	5	2	2	0	3	3	1	0	0	1	0	3	2	1	0	1	8	4	3	0	0	5	133
Total	**203**	**143**	**120**	**52**	**18**	**171**	**2**	**132**	**52**	**199**	**55**	**58**	**14**	**4**	**38**	**12**	**28**	**8**	**0**	**6**	**0**	**38**	**21**	**18**	**6**	**34**	**111**	**27**	**12**	**27**	**22**	**50**	**1,681**
	Total:		**709**		**42%**		**Total:**		**606**				**36% of the Tickets**									**Total:**			**366**				**21.77% of the Tickets**			

Year	Campus			Broward Campuses
2012-2013	Davie	Fort Lauderdale	Dania Beach	
2012 3rd Quarter	386	49	0	435
2012 4th Quarter	298	23	0	321
2013 1st Quarter	467	33	0	500
2013 2nd Quarter	399	26	0	425
Total	1550	131	0	1,681



Total Tickets by BTS Staff															
Month	Alberto Fernan.	Ivan Aristizabal	Melvin Joseph	Ralphiel Thomas	Tej Upa	Andres Leon (Ed)	Joe Sher	JunJie Hu	Apollo Ramon	Ewart Borland	Dale Brown	Keith Adderly	James Wilson	Andrea Olivares	Total
July-2012	1	6	33	30	0	0	13	1	3	24	0	15	0	0	126
August-2012	0	8	35	40	0	0	9	3	11	0	0	15	0	0	121
September-2012	0	6	38	33	0	0	27	3	7	61	0	13	0	0	188
October-2012	0	14	41	37	0	0	0	5	8	16	0	21	0	0	142
November-2012	1	17	24	32	0	0	16	0	7	7	0	18	0	0	122
December-2012	1	1	19	18	0	0	7	0	6	0	0	5	0	0	57
January-2013	1	12	30	48	9	0	4	4	14	30	12	20	0	16	200
February-2013	0	3	20	20	14	0	7	0	18	34	12	15	0	9	152
March-2013	0	7	25	30	9	0	6	0	8	33	6	15	0	8	147
April-2013	0	5	24	29	19	3	1	1	4	24	2	21	16	9	158
May-2013	0	4	22	28	23	1	2	2	7	11	3	17	9	6	135
June-2013	0	4	27	34	12	1	3	9	10	8	5	9	8	3	133
Total	4	87	338	379	86	5	95	28	103	248	40	184	33	51	1,681

Broward Campuses Open Computer Labs

Fort Lauderdale Computer Lab Usage

	Monthly Lab Usage							% Difference with 2012
Month	2007	2008	2009	2010	2011	2012	2013	
January	870	1,376	1,612	1,386	1,084	855	1,325	54.97%
February	945	2,012	2,296	2,262	1,982	1,610	1,482	-7.95%
March	659	1,634	2,011	2,302	1,800	1,047	999	-4.58%
April	1,398	2,200	2,901	2,707	2,375	1,936	1,816	-6.20%
May	287	571	398	685	749	616	246	-60.06%
June	566	950	1,260	1,486	838	583	243	-58.32%
July	861	1,006	1,478	1,186	611	630		-100.00%
August	524	555	485	1,043	777	444		-100.00%
September	1,541	2,129	2,108	2,171	1,565	1,139		-100.00%
October	2,196	2,309	2,632	2,019	1,460	1,575		-100.00%
November	1,894	2,180	2,182	1,927	1,458	1,361		-100.00%
December	1,250	1,219	1,242	878	593	295		-100.00%
Totals	12,991	18,141	20,605	20,052	15,292	12,091	6,111	-49.46%
Average	1,083	1,512	1,717	1,671	1,274	1,008	873	

Davie Computer Lab Usage

	Monthly Lab Usage							% Difference with 2012
Month	2007	2008	2009	2010	2011	2012	2013	
January	5,292	5,873	4,377	2,637	2,327	2,078	1,835	-11.69%
February	6,103	5,832	5,118	4,594	3,667	2,801	2,495	-10.92%
March	4,827	4,364	4,461	4,172	3,295	2,055	2,072	0.83%
April	7,093	6,904	5,643	5,366	4,229	2,961	3,256	9.96%
May	3,681	2,870	1,832	1,758	1,494	1,027	759	-26.10%
June	4,527	3,552	3,095	3,075	2,076	1,696	1,437	-15.27%
July	3,731	3,682	2,705	2,157	1,264	1,449	1,310	-9.59%
August	3,429	1,651	1,468	2,132	1,711	1,193		-100.00%
September	6,384	5,790	4,479	4,426	3,128	2,590		-100.00%
October	7,754	5,120	4,764	4,174	3,667	3,283		-100.00%
November	6,672	4,378	4,265	4,866	3,876	3,000		-100.00%
December	3,031	2,439	1,818	1,329	862	578		-100.00%
Totals	62,524	52,455	44,025	40,686	31,596	24,711	13,164	-46.73%
Average	5,210	4,371	3,669	3,391	2,633	2,059	1,881	

Davie Library Computer Lab

	Monthly Lab Usage							% Difference with 2012
Month	2007	2008	2009	2010	2011	2012	2013	
January	0	0	1,501	1,322	967	549	630	14.75%
February	0	0	1,951	2,049	1,246	695	589	-15.25%
March	0	947	1,638	1,682	1,102	498	435	-12.65%
April	0	1,817	2,288	1,913	1,250	683	727	6.44%
May	0	912	1,173	976	676	364	288	-20.88%
June	0	1,192	1,534	1,239	830	438	488	11.42%
July	0	1,403	1,535	933	586	346	446	28.90%
August	0	695	1,079	712	546	328		-100.00%
September	0	1,938	1,969	1,482	894	698		-100.00%
October	0	2,302	2,144	1,507	968	920		-100.00%
November	0	1,894	1,963	1,479	945	786		-100.00%
December	0	958	1,126	552	292	298		-100.00%
Totals	0	14,058	19,901	15,846	10,302	6,603	3,603	-45.43%
Average	0	1,172	1,658	1,321	859	550	515	

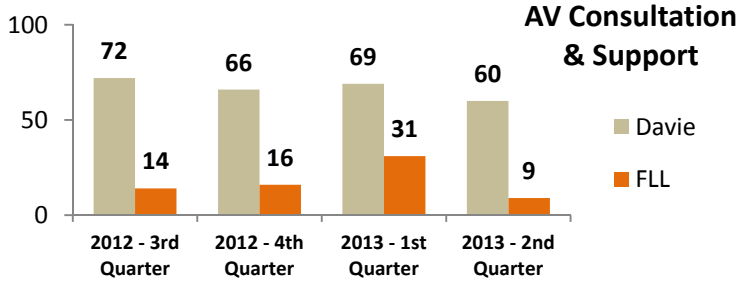
Davie Student Union Computer Lounge (12 Machines)

	Monthly Lab Usage							% Difference with 2012
Month	2007	2008	2009	2010	2011	2012	2013	
January	0	0	3,125	2,417	2,382	1,420	1,885	32.75%
February	0	0	3,115	2,630	2,523	1,466	1,658	13.10%
March	0	0	2,805	2,522	2,263	1,450	1,299	-10.41%
April	0	0	3,383	2,861	2,581	2,056	1,685	-18.04%
May	0	1,445	1,969	1,797	1,731	1,310	914	-30.23%
June	0	1,577	2,642	2,113	1,892	946	938	-0.85%
July	0	2,140	2,204	1,048	1,271	990	967	-2.32%
August	0	1,592	2,043	1,758	1,657	1,563		-100.00%
September	0	3,057	3,093	2,792	1,939	1,865		-100.00%
October	0	3,240	2,929	2,465	2,090	2,010		-100.00%
November	0	2,639	2,519	2,332	2,012	1,752		-100.00%
December	0	1,722	1,313	894	739	536		-100.00%
Totals	0	17,412	31,140	25,629	23,080	17,364	9,346	-46.18%
Average	0	1,451	2,595	2,136	1,923	1,447	1,335	

AV Consultation & Support Note: This includes things such as for example fixing or installation of equipment. It does not include AV equipment, delivery, and setup requests.														
Davie Campus	Total Tickets	Colleges & Departments												
		Ed	Bus	A&L	TLC	Admin	St. Aff	CDSI	Ph. Plnt	Sci	Eng	Nur	Architec	OIT-BTS
Ewart Borland	**42**	**1**	**3**	**3**	**0**	**11**	**9**	**3**	**0**	**2**	**0**	**5**	**0**	**5**
2012 - 3rd Quarter	11	1	0	1	0	1	2	1	0	2	0	2	0	1
2012 - 4th Quarter	9	0	1	0	0	4	0	2	0	0	0	1	0	1
2013 - 1st Quarter	12	0	1	1	0	4	3	0	0	0	0	1	0	2
2013 - 2nd Quarter	10	0	1	1	0	2	4	0	0	0	0	1	0	1
Dale Brown	**66**	**3**	**15**	**20**	**2**	**10**	**3**	**0**	**0**	**7**	**0**	**0**	**0**	**6**
2012 - 3rd Quarter	18	1	4	4	0	2	2	0	0	3	0	0	0	2
2012 - 4th Quarter	15	0	4	2	0	7	0	0	0	2	0	0	0	0
2013 - 1st Quarter	26	1	6	12	2	1	1	0	0	2	0	0	0	1
2013 - 2nd Quarter	7	1	1	2	0	0	0	0	0	0	0	0	0	3
Andrea Olivares*	**121**	**5**	**18**	**37**	**4**	**21**	**11**	**1**	**0**	**11**	**0**	**4**	**0**	**9**
2012 - 3rd Quarter	31	4	8	7	0	2	4	0	0	4	0	0	0	2
2012 - 4th Quarter	42	1	6	8	0	18	2	1	0	2	0	1	0	3
2013 - 1st Quarter	31	0	2	17	2	1	3	0	0	1	0	2	0	3
2013 - 2nd Quarter	17	0	2	5	2	0	2	0	0	4	0	1	0	1
James Wilson*	**38**	**0**	**5**	**13**	**0**	**1**	**0**	**0**	**0**	**3**	**0**	**1**	**0**	**15**
2012 - 3rd Quarter	12	0	2	5	0	0	0	0	0	0	0	0	0	5
2012 - 4th Quarter	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2013 - 1st Quarter	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2013 - 2nd Quarter	26	0	3	8	0	1	0	0	0	3	0	1	0	10
FLL|Keith Adderley	**70**	**2**	**9**	**7**	**0**	**13**	**4**	**30**	**0**	**0**	**0**	**0**	**0**	**5**
2012 - 3rd Quarter	14	0	1	0	0	2	2	8	0	0	0	0	0	1
2012 - 4th Quarter	16	0	2	0	0	3	1	10	0	0	0	0	0	0
2013 - 1st Quarter	31	2	6	6	0	6	0	7	0	0	0	0	0	4
2013 - 2nd Quarter	9	0	0	1	0	2	1	5	0	0	0	0	0	0
Total Tickets	**337**	**11**	**50**	**80**	**6**	**56**	**27**	**34**	**0**	**23**	**0**	**10**	**0**	**40**

*** Note: Andrea and James are OPS staff.**

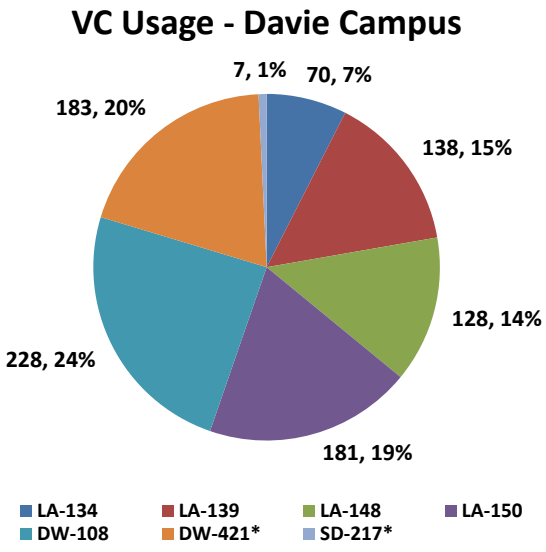
AV Consultation & Support			
Campuses	Davie	FLL	Total
2012 - 3rd Quarter	72	14	86
2012 - 4th Quarter	66	16	82
2013 - 1st Quarter	69	31	100
2013 - 2nd Quarter	60	9	69
Totals	**267**	**70**	**337**

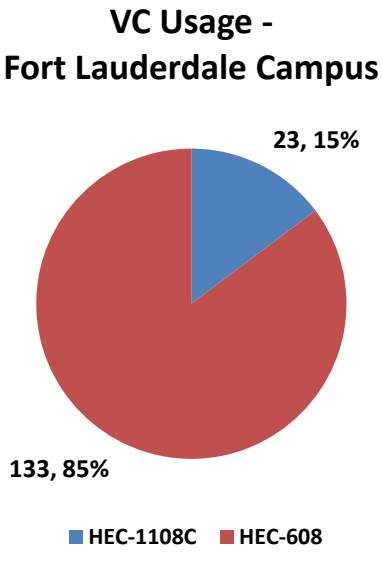


Videoconference Report (BTS Learning Resources Area)

	Total # of Classes and/or Events	Broward Campuses								
		Davie Campus							Fort Lauderdale	
		LA-134	LA-139	LA-148	LA-150	DW-108	DW-421*	SD-217*	HEC-1108C	HEC-608
Totals	**1091**	**70**	**138**	**128**	**181**	**228**	**183**	**7**	**23**	**133**
July-2012	37	1	9	0	7	5	3	0	2	10
August-2012	72	0	12	6	12	16	14	0	4	8
September-2012	151	9	22	14	26	34	29	0	2	15
October-2012	172	10	26	19	30	38	34	1	4	10
November-2012	158	8	25	15	26	36	33	3	0	12
December-2012	51	4	5	4	7	8	5	0	0	18
January-2013	15	1	0	0	2	0	0	0	0	12
February-2013	109	17	10	15	12	23	13	1	6	12
March-2013	119	9	10	15	20	24	25	1	1	14
April-2013	129	10	9	24	21	31	20	1	2	11
May-2013	40	1	5	9	8	8	2	0	0	7
June-2013	38	0	5	7	10	5	5	0	2	4

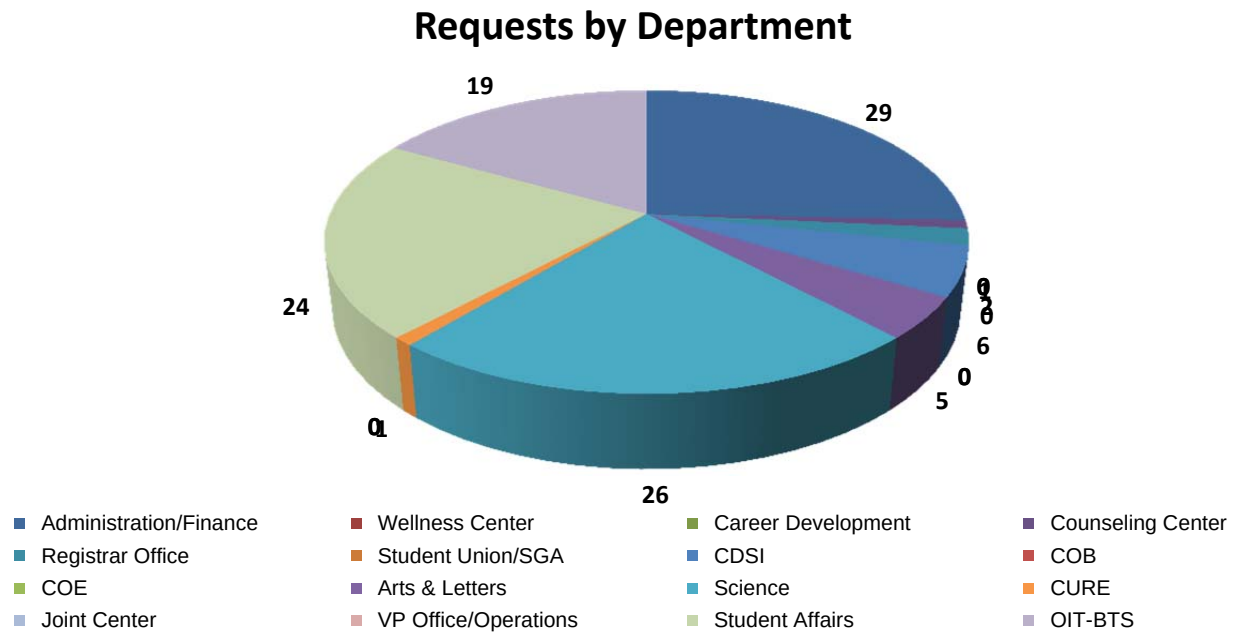
*** Departmental Facilities**





BTS Consulting Services Area Report

Broward Campuses	Total Requests	Colleges & Departments															
		Administration/Finance	Wellness Center	Career Development	Counseling Center	Registrar Office	Student Union/SGA	CDSI	COB	COE	Arts & Letters	Science	CURE	Joint Center	VP Office/Operations	Student Affairs	OIT-BTS
Keith Adderley	**113**	**29**	**0**	**0**	**1**	**2**	**0**	**6**	**0**	**0**	**5**	**26**	**1**	**0**	**0**	**24**	**19**
July-2012	7	1	0	0	0	0	0	0	0	0	0	2	1	0	0	1	2
August-2012	11	5	0	0	0	0	0	0	0	0	1	2	0	0	0	1	2
September-2012	15	2	0	0	0	0	0	2	0	0	0	5	0	0	0	2	4
October-2012	15	5	0	0	1	0	0	2	0	0	0	3	0	0	0	1	3
November-2012	7	4	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
December-2012	11	3	0	0	0	0	0	1	0	0	1	1	0	0	0	5	0
January-2013	6	1	0	0	0	0	0	0	0	0	1	1	0	0	0	2	1
February-2013	4	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1
March-2013	7	2	0	0	0	0	0	0	0	0	1	2	0	0	0	1	1
April-2013	14	4	0	0	0	1	0	1	0	0	0	2	0	0	0	4	2
May-2013	8	1	0	0	0	0	0	0	0	0	0	4	0	0	0	3	0
June-2013	8	0	0	0	0	0	0	0	0	0	1	3	0	0	0	3	1



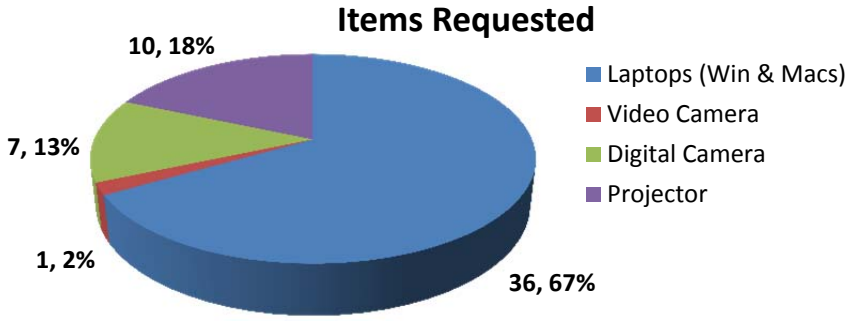
BTS Loaner Pool Report

Broward Campuses	Items Requested												
	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Totals
Davie Campus													
Windows Laptop - Dell Latitude D420 (FAUP-023981)	0	0	0	1	0	0	0	0	0	0	0	0	**1**
Windows Laptop - Inspiron 1300 (FAUB-020165)	0	0	0	0	0	0	0	0	0	0	0	0	0
Windows Laptop - Inspiron 14" (FAUB-027068 | 027069 | 027070)	0	2	2	2	0	1	3	3	3	1	2	2	**21**
Windows Laptop - Vostro 1000 (FAUP-024391)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Mac Laptop - Macbook Pro 13inch (FAUP-141768)	0	0	0	0	0	1	0	0	0	0	0	0	**1**
Mac Laptop - Macbook Pro 15inch (FAUP-141765)	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Digital Camera - Sony Cybershot (FAUB-023981)	0	0	0	0	0	0	0	0	1	0	0	0	**1**
Digital Camera - Sony Cybershot DSC (FAUB-022733)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Video Camera - Flip HD Camcorder (FAUB-022721)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Video Camera - Sony Handyman HDR-PJ260V	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Projector - Epson PowerLite (FAUP-141184)	0	0	0	1	0	0	0	1	0	1	1	0	**4**
Totals	**0**	**3**	**2**	**4**	**0**	**2**	**3**	**4**	**4**	**2**	**3**	**2**	**29**

Fort Lauderdale Campus													
Windows Laptop - Latitude D520 (FAUP-141788)	0	1	1	2	1	0	1	1	1	0	1	0	**9**
Mac Laptop - Powerbook G4 (FAUP -140798)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Mac Laptop - Macbook Pro 15inch (FAUP-141409)	1	1	0	0	1	0	0	0	0	0	0	0	**3**
Digital Camera - Canon PowerShot (FAUB-007904)	1	2	0	0	1	0	0	0	1	1	0	0	**6**
Video Camera - Flip HD Camcorder	0	0	0	0	0	1	0	0	0	0	0	0	**1**
Video Camera - Sony Digital Handycam (FAUP-010415)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Projector - Epson PowerLite (FAUP-141184)	0	0	1	1	1	1	0	0	1	0	0	1	**6**
Totals	**2**	**4**	**2**	**3**	**4**	**2**	**1**	**1**	**3**	**1**	**1**	**1**	**25**

Overall Totals	**2**	**7**	**4**	**7**	**4**	**4**	**4**	**5**	**7**	**3**	**4**	**3**	**54**

Items	Overall Items Requested
Laptops (Win & Macs)	36
Video Camera	1
Digital Camera	7
Projector	10
Totals	**54**



Broward Campuses	Departments/Colleges														
	Testing	HR	History	CAUPA	Library	VP/Physical Plant/Admissions	A&L	CDSI	Police	Student Affairs	Business	Nursing	OIT-BTS	Science	Totals
Davie															
July-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2
September-2012	0	0	0	0	0	0	0	1	0	1	0	0	0	1	3
October-2012	1	0	0	0	0	1	0	0	0	0	0	0	2	0	4
November-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
December-2012	0	0	0	0	0	1	0	0	0	0	0	0	0	1	2
January-2013	0	0	0	0	0	2	0	0	0	1	0	0	0	0	3
February-2013	0	0	2	0	0	2	0	0	0	0	0	0	0	0	4
March-2013	0	0	1	0	0	2	0	0	0	0	0	1	0	0	4
April-2013	0	0	0	0	0	1	0	0	0	0	0	1	0	0	2
May-2013	0	0	2	0	0	0	0	0	0	0	0	0	1	0	3
June-2013	0	0	0	0	0	1	0	0	0	0	0	0	1	0	2
Totals	**1**	**0**	**5**	**0**	**0**	**10**	**1**	**1**	**0**	**2**	**0**	**2**	**5**	**2**	**29**
Fort Lauderdale															
July-2012	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
August-2012	0	0	0	0	0	0	2	2	0	0	0	0	0	0	4
September-2012	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
October-2012	0	0	0	0	0	0	1	2	0	0	0	0	0	0	3
November-2012	0	0	0	0	0	1	0	3	0	0	0	0	0	0	4
December-2012	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2
January-2013	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
February-2013	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
March-2013	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3
April-2013	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
May-2013	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
June-2013	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Totals	**0**	**0**	**0**	**0**	**0**	**1**	**5**	**17**	**0**	**0**	**0**	**0**	**2**	**0**	**25**
Overall Totals	**1**	**0**	**5**	**0**	**0**	**11**	**6**	**18**	**0**	**2**	**0**	**2**	**7**	**2**	**54**

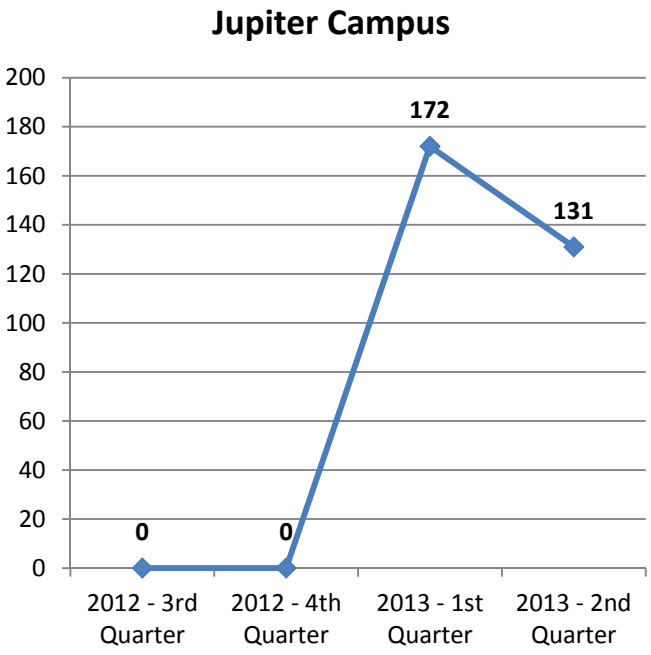
Appendix C

Northern Technology Services Statistics

Helpdesk Tickets

Total Number of Tickets | Colleges & Departments																																						
Month	Academic Computing	Academic Support Services	Admissions	Admissions-Honors College	Biological Sciences	Boca Program Board	Center for Environmental Studies	Civil Engineering	CMBB	College Of Education	Communications Officer, Dean of Students Office	Dean Honors College	Dean of Student Affairs	Department Of Human Resources	eLearning - Testing	English	Glades Park Tower - Operations	IT Consultant	Library Enrollment Growth	Life Long Learning Society	NTS	NTS A/V	Psychology	Registrar Jupiter	Student Government Advisor Office	Student Health - Jupiter	Social Work	Treasure Coast Enrollment Growth	Psychology	V.P. Jupiter Enrollment Growth	Vice President-North Campuses	VP Student Affairs Jupiter	Writing Across the Curriculum	Uncategorized (blank)	Totals
July-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Aug.-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Sept.-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Oct.-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Nov.-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Dec.- 012	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Jan.-2013	1	2	0	0	0	0	0	1	2	1	2	16	0	0	0	0	1	1	0	0	0	1	0	0	0	2	0	2	0	1	5	2	1	16	**57**
Feb.-2013	0	1	3	1	2	0	2	0	1	1	0	23	0	0	0	1	0	1	1	1	2	3	0	1	1	0	0	0	0	1	1	2	1	9	**59**
March-2013	5	2	0	1	2	0	2	3	6	3	0	10	0	1	1	0	0	0	1	0	0	4	0	0	0	0	0	0	5	0	0	1	0	9	**56**
April-2013	1	2	0	1	3	0	0	4	7	1	0	15	1	0	0	1	0	1	1	0	1	0	6	1	0	2	0	1	0	2	4	2	0	11	**68**
May-2013	1	1	0	0	5	2	0	0	5	4	0	8	0	1	0	0	0	1	3	0	1	0	0	0	0	1	2	0	0	0	4	0	0	1	**40**
June-2013	0	0	0	0	2	2	0	0	0	4	0	8	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	3	0	2	**23**
Total	**8**	**8**	**3**	**3**	**14**	**4**	**4**	**8**	**21**	**14**	**2**	**80**	**1**	**2**	**1**	**2**	**1**	**5**	**6**	**1**	**4**	**8**	**6**	**2**	**1**	**5**	**2**	**3**	**5**	**4**	**15**	**10**	**2**	**48**	**303**

Year 2013	Jupiter
2012 - 3rd Quarter	0
2012 - 4th Quarter	0
2013 - 1st Quarter	172
2013 - 2nd Quarter	131
Total	303

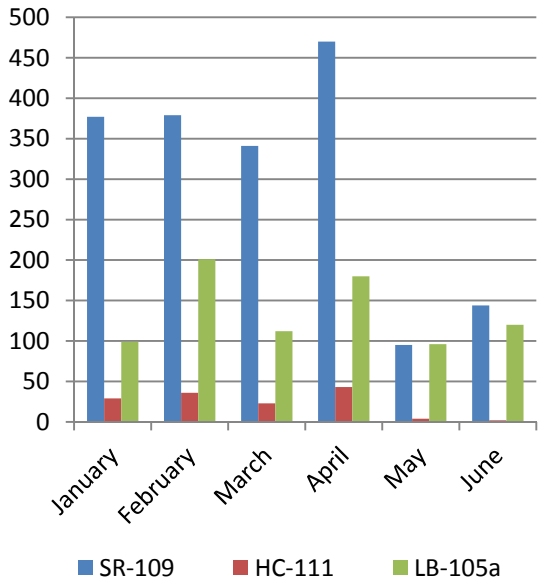


Total Tickets by Type of Service									
Month	Audiovisual/E-Classroom/Computer Lab	Computer or Printer Support	General Information	Network/Internet (F&S)	Password Reset	Smart & Cell Phones/Tablets	Systems	Video Conferencing	Total
July-2012	0	0	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	0	0	0
September-2012	0	0	0	0	0	0	0	0	0
October-2012	0	0	0	0	0	0	0	0	0
November-2012	0	0	0	0	0	0	0	0	0
December-2012	0	0	0	0	0	0	0	0	0
January-2013	20	30	2	4	0	0	1	0	57
February-2013	6	33	8	10	1	0	1	0	59
March-2013	19	29	3	3	0	0	1	1	56
April-2013	17	46	4	1	0	0	0	0	68
May-2013	3	30	2	3	1	1	0	0	40
June-2013	2	17	1	3	0	0	0	0	23
Total	67	185	20	24	2	1	3	1	303

Total Tickets by Other NTS Staff							
Month	Mark DeHass	Robert Vitale	Michael Hampton	Marc Verdieu	Scott Muldoon	Kirk Main	Total
July-2012	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	0
September-2012	0	0	0	0	0	0	0
October-2012	0	0	0	0	0	0	0
November-2012	0	0	0	0	0	0	0
December-2012	0	0	0	0	0	0	0
January-2013	8	12	18	17	2	0	57
February-2013	10	12	22	12	3	0	59
March-2013	5	8	16	8	19	0	56
April-2013	12	1	26	12	17	0	68
May-2013	6	2	19	3	10	0	40
June-2013	5	2	12	2	2	0	23
Total	46	37	113	54	53	0	303

Jupiter Computer Lab Usage

Month	2012 - 2013 SR-109	HC-111	LB-105a	Totals
July - 2012	-	-	-	-
Aug. - 2012	-	-	-	-
Sept. - 2012	-	-	-	-
Oct. - 2012	-	-	-	-
Nov. - 2012	-	-	-	-
Dec. - 2012	-	-	-	-
Jan. - 2013	377	29	99	505
Feb. - 2013	379	36	201	616
Mar. - 2013	341	23	112	476
April - 2013	470	43	180	693
May - 2013	95	4	96	195
June - 2013	144	2	120	266
Totals	1,806	137	808	2,751
Average	301	23	135	



NTS Learning Resources Report

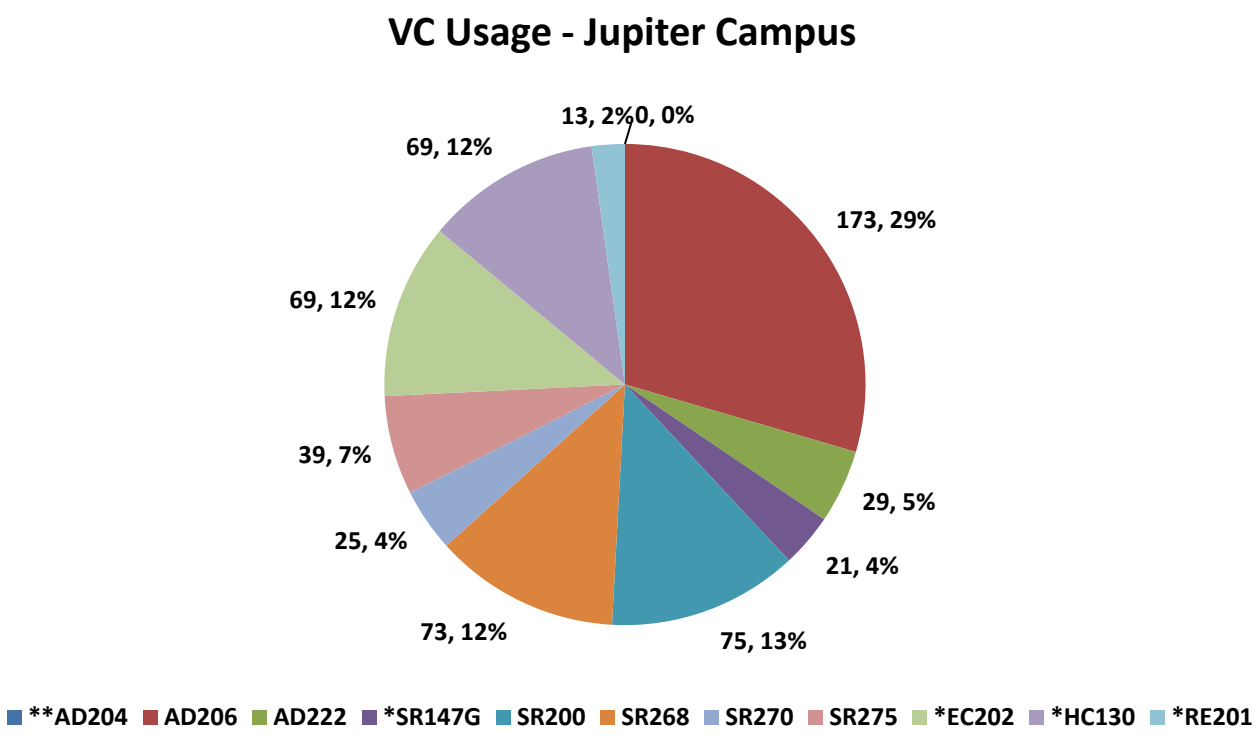
Note: This data include Repair, installation of equipment, Classroom Technology, Setup requests and Multimedia.														
Davie Campus / Marc Verdue	Total Tickets	Colleges & Departments												
		Ed	Bus	SGA	TLC	Admin	St. Aff	CDSI	Ph. Plnt	Sci	Eng	HC	Architec	OIT-NTS
2012 - 3rd Quarter	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2012 - 4th Quarter	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2013 - 1st Quarter	41	4	0	15	0	2	2	0	0	1	3	5	3	6
2013 - 2nd Quarter	34	5	0	8	0	2	2	0	0	0	4	6	2	5
Total Tickets	**75**	**9**	**0**	**23**	**0**	**4**	**4**	**0**	**0**	**1**	**7**	**11**	**5**	**11**

Videoconference Report (NTS Learning Resources Area)

	Total # of Classes and/or Events	Jupiter Campus										
		**AD204	AD206	AD222	*SR147G	SR200	SR268	SR270	SR275	*EC202	*HC130	*RE201
Totals	**586**	**0**	**173**	**29**	**21**	**75**	**73**	**25**	**39**	**69**	**69**	**13**
July-2012	0	0	0	0	0	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	0	0	0	0	0	0
Sept.-2012	0	0	0	0	0	0	0	0	0	0	0	0
Oct.-2012	0	0	0	0	0	0	0	0	0	0	0	0
Nov.-2012	0	0	0	0	0	0	0	0	0	0	0	0
Dec.-2012	0	0	0	0	0	0	0	0	0	0	0	0
Jan.-2013	107	0	34	7	2	11	15	4	5	18	11	0
Feb.-2013	118	0	37	3	5	15	16	4	7	16	15	0
March-2013	171	0	52	8	7	23	21	6	15	18	20	1
April-2013	124	0	39	7	4	14	19	8	9	14	9	1
May-2013	37	0	6	2	2	6	1	2	2	2	8	6
June-2013	29	0	5	2	1	6	1	1	1	1	6	5

* Departmental Facilities

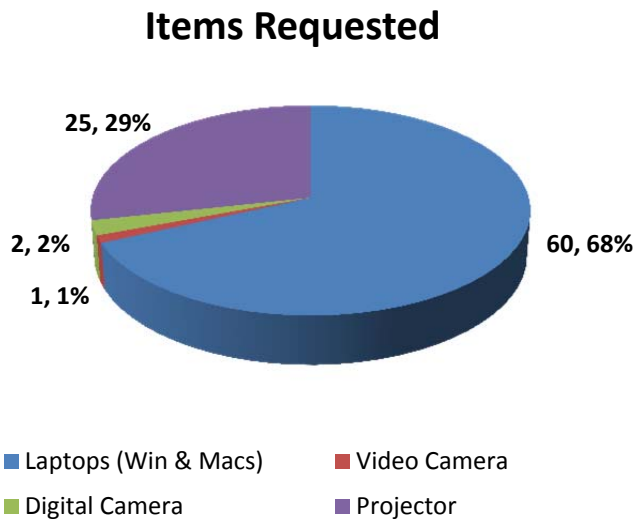
** Not Yet Online



NTS Loaner Pool Report

Broward Campuses	Items Requested												
	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Totals
Jupiter Campus													
Windows Laptop - Vostro	0	0	0	0	0	0	5	7	5	4	2	1	**24**
Windows Laptop - Inspiron	0	0	0	0	0	0	2	2	2	5	1	0	**12**
Windows Laptop - Inspiron	0	0	0	0	0	0	1	1	1	3	1	0	**7**
Windows Laptop - Vostro	0	0	0	0	0	0	1	1	1	5	1	1	**10**
Windows Laptop- Acer	0	0	0	0	0	0	0	0	2	0	3	2	**7**
Digital Camera - Sony Cybershot (FAUB-023981)	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Digital Camera - Sony Cybershot DSC (FAUB-022733)	0	0	0	0	0	0	0	0	0	2	0	0	**2**
Video Camera - Flip HD Camcorder (FAUB-022721)	0	0	0	0	0	0	0	0	0	1	0	0	**1**
Epson Projector	0	0	0	0	0	0	5	7	5	8	0	0	**25**
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**14**	**18**	**16**	**28**	**8**	**4**	**88**

Items	Overall Items Requested
Laptops (Win & Macs)	60
Video Camera	1
Digital Camera	2
Projector	25
Totals	**88**



Broward Campuses	Departments/Colleges													
	Testing	HR	History / Criminal Justice/ Social Worker/ Psychology	Engineering	Library	VP/Physical Plant/Admissions	SGA	Education	Police	Student Affairs	Business	Honors College	OIT-NTS	Totals
Jupiter Campus														
July-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
August-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
September-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
October-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
November-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
December-2012	0	0	0	0	0	0	0	0	0	0	0	0	0	0
January-2013	0	0	4	3	0	0	6	0	0	0	0	0	1	14
February-2013	0	0	3	2	0	0	12	0	0	0	0	0	1	18
March-2013	0	0	3	3	0	0	9	0	0	0	0	0	1	16
April-2013	0	0	3	2	0	0	5	0	0	1	0	16	1	0
May-2013	0	0	3	2	0	0	2	0	0	0	0	0	1	8
June-2013	0	0	3	0	0	0	0	0	0	0	0	0	1	4
Totals	**0**	**0**	**19**	**12**	**0**	**0**	**34**	**0**	**0**	**1**	**0**	**16**	**6**	**88**