

# IRM NEWS

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## DAYLIGHT SAVING TIME UPDATE

In August of 2005 Congress passed the Energy Policy Act, which changed the dates of both the start and end of Daylight Saving Time (DST) for 2007. This year DST begins at 2:00am on March 11 and ends at 2:00am on November 4. Since DST begins three weeks earlier and ends one week later than in previous years, PDAs as well as your computer and calendaring software may need to be updated. Please note that the DST change (or neglecting to install the patches) will not harm your computer

in any way. The main areas of concern are making sure that any appointments you have scheduled are still correct and that your computer's internal clock changes to DST on March 11.

IRM staff are preparing for this change by pushing out operating system patches as well as patching its own systems. Individual University-owned desktop systems running Windows XP that are part of the IRM Active Directory network and are set to accept automatic updates received the

patch on Friday, February 23. If your machine was turned off or otherwise not connected to the network, it should get the patch when it reconnects.



For more information about updating electronic calendars and personally-owned computers, please visit <http://www.fau.edu/irm/hottopics/topics/dst.php>.

## NETIQUETTE

What is "Netiquette"? Simply put it is "Internet Etiquette" or the conventions of politeness pertaining to e-mail and technology use. As the Internet continues to evolve, so do the issues that impact the way we use it and interact with others. It is important to recognize that online communication is different from that of the

face-to-face world, with its own unique customs and practices.



For more information about Netiquette and some basic recommendations and guidelines for e-mail, discussion forums and chat, visit <http://www.fau.edu/irm/about/netiquette.php>.

## FAU'S "CO-MANAGED" HELPDESK

Have you ever had a question, picked up a campus phone, and dialed 7-3999? As many of you know, this connects you directly to the IRM Helpdesk. In May 2006, FAU partnered with Presidium Learning to launch a co-managed multi-channel contact center (for more on what this actually means, keep reading). With this decision, FAU was able to offer support to faculty, staff and students on a 24/7 basis.

So who (or what) is Presidium Learning and what exactly is a co-managed multi-channel contact center? First, the Presidium Learning call center is

based in Somerset, KY, where it operates its portion of the 24/7 IRM Helpdesk. While Presidium works with many institutions across the country providing support to faculty and students, the role it has with FAU is unique. Presidium helpdesk employees have been trained by the existing IRM helpdesk staff to understand the day-to-day activities and idiosyncrasies of our computing environment. Simply put, Presidium understands the questions that get asked and how to answer them or transfer them to someone who can. Furthermore, both groups are in constant communi-

cation throughout the day in regard to the type of support requests that are being received, as well as system and network status issues. This is possible due to the fact that the helpdesk is co-managed. By being co-managed, FAU and Presidium share a web-based system that manages and records all support requests, hosts an online knowledge base (sort of a giant FAQ), provides live chat, and tracks all those who request support. This is what we refer to when we say that our helpdesk is "multi-channel".

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## MAKE MYFAU YOURS

Did you know that you can personalize the information you see in MyFAU? There are many channels to which you can subscribe, and many of them use RSS feeds (the information in them changes over the course of the day, similar to what you would see on the CNN or other news websites). They cover a variety of topics from arts and entertainment to computing, news, jokes and more.

For example, you can add a weather channel or a dictionary.

In the news category you'll find channels such as:

- New York Times
- Washington Post
- Offbeat News
- Home & Garden News
- Natural Health News
- Economics
- Parenting
- Gaming

The arts, entertainment and culture category includes:

- Black News
- Jewish News
- Latino News
- Book and movie reviews
- Pop music and TV news

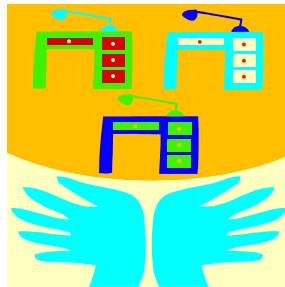
Adding channels to MyFAU is simple. See <http://www.fau.edu/irm/myfau/channels.php> for complete information.

## “HELP YOURSELF”: GET FAST SUPPORT ONLINE

Did you know that if you want to request any kind of computer support (such as getting software, getting a new computer installed, new network connection, virus help, etc.) that instead of calling the help desk you can go online and create your own ticket? It's actually faster and easier than calling. Just use your web browser (IE 6 works best) to go to the Online Support Center: <http://www.fau.edu/helpdesk>. This site has a knowledge base, where you can search or browser for answers, and it also lets you ask for help via the tab labeled “Request Support.” Select that tab, then click “Submit a ticket.” You'll need to log into the system, using your full FAU e-mail

address (as in [me@fau.edu](mailto:me@fau.edu)) and then use your first name, all lowercase, as your password.

You will get an email verification of your ticket, and also updates from technicians who are working on it. You can also go back to the site to look at the progress of your tickets, or to add more information if you need to.



Reasons to use the Online Support Center to submit a ticket:

- No waiting on hold.
- It's fast! This is the best method to use if you're in a hurry.
- Ability to search the knowledge base (FAQ) before submitting your ticket.
- Call center reps are able to handle password resets and basic trouble-shooting, but more complex issues will be escalated to IRM— using the online system cuts out the middle-man.
- Tickets are automatically routed to the appropriate group in IRM (or your campus/college consultant).

### Did you know...?

IRM is in the planning of stage of simplifying the ticket system (the series of questions/prompts that you get and the categories). If you would be interested in being on a focus group for that redesign, please let us know via email to [irm\\_feedback@fau.edu](mailto:irm_feedback@fau.edu).

## ANTI-VIRUS UPDATE

As many of you already know, there is a new strand of malware on the Internet called Trojan.Peacomm that has infected thousands of computers world-wide. While this malware has been contained on the FAU network, to ensure that similar types of malware do not infect our network, we are highly recommending that all anti-virus/anti-spam software be upgraded to the latest version.



To simplify this process, starting Jan 31 and continuing through Feb 5, IRM automatically pushed the latest version of Symantec (version 10.1.5.5000 or later)

anti-virus/anti-spam software out to all desktop computers that are part of IRM domain. Additionally, 1800 machines that were either not on the IRM domain or were not set up to receive automatic updates were manually updated by the IRM Consultants and College/Campus Consultants.

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## NEW COMPUTER TRAINING WEBSITE

IRM's newly revamped training website features a calendar-based registration system (<https://swise.fau.edu/training>) that allows you to easily see what courses are being offered each day. Simply click on a course to register for it; you'll then be prompted to log into

the system with your MyFAU username and password.

Once you've logged in, you can use the search tool on the site to find the available dates and times of other courses that interest you. Again, just click on the course title to register.

You'll then be asked to confirm your registration and email will be sent to you with the course title, time, and location.



## FAU'S "CO-MANAGED" HELPDESK

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Upon implementation last summer, FAU was able to have different levels of support depending on the types of issues that were reported by faculty, staff and students. The helpdesk group on campus became the Tier 2 support group while Presidium was managed as the Tier 1 support group. That means the calls first go to Presidium (Tier 1) and if necessary are escalated to FAU (Tier 2). Furthermore, issues that do not get resolved by Presidium can be seamlessly escalated to the correct group within IRM immediately.

Presidium is set to field all support requests that come in over the phone, many of which are resolved upon first contact. Some of these types of requests include:

- Login issues related to MyFAU and Blackboard
- E-mail support

- General information
  - Basic troubleshooting
- There are also requests that cannot be resolved upon first contact by Tier 1 support because perhaps it requires the assistance of someone on campus (often a consultant). Some of these types of requests include:
- Lab and E-classroom support
  - Audiovisual support
  - Network issues
  - Hardware and software installs
  - Banner Owls issues
  - NWRDC issues

For the issues mentioned above it is often best for users to submit their requests via the Online Support Center (<http://www.fau.edu/helpdesk>) rather than by placing a phone call, especially during peak volume times.

Over the last 6 months, FAU and Presidium have continued to work side by side to fine

tune the support service that is offered. While there have been some growing pains, this was expected and they have been used to make the support service that much better.

The goals for the helpdesk are simple:

- Availability to users on a 24/7 basis
- Sustain a high quality of customer service to everyone
- Increase the methods for receiving support (Online Knowledge Base, Live Chat, Phone Support)
- Resolve issues consistently
- For issues that aren't resolved upon first contact, ensure that the end user knows how and when it *will* be resolved.

Ultimately, the helpdesk is in place to make your life at FAU a little bit easier, and provide you with the information you need to have a better experience all around.