FLORIDA ATLANTIC UNIVERSITY
INFORMATION RESOURCE MANAGEMENT

IRM NEWS—JANUARY 2008

FAU SELF-SERVICE

With the new Self-Service, all of the main university offices (HR, finance, student records, admissions, financial aid) are using a single database. One of the benefits is that your information, such as name, and address, is now in one place. Information from that database is also fed to other systems, such as My-FAU, Blackboard, eCollege, and the university directory.

If your name or other bio information in any of those systems is not correct, you will need to correct it in the main database (faculty and staff would generally contact HR and students contact the Registrar's Office). IRM and its Help Desk does not have access to correct/update the database. Also, as MyFAU, Blackboard, eCollege, and the university directory display your name as it appears in Banner, you would need have your name changed Banner for it to be displayed differently in those systems. The change will then be replicated to other systems.

BLACKBOARD REQUESTS: NEW & IMPROVED

Did you know?

Approximately 800 instructors (1900 course sections) are using Blackboard this semester!

For the Spring 2008 semester IRM has introduced a new method for faculty to request Blackboard course activation.

Simply log into MyFAU (myfau.fau.edu), click on the "Faculty" tab and you will see a channel called "Blackboard Requests." Upon entering your Blackboard username (FAUNet ID) a new window will open. This site allows instructors to activate individual courses, request combined section courses and add users (such as TAs or additional instructors) to their courses. Once you have submitted your request you will receive a confirmation email. We hope that you will find this new site to be a quick and convenient way of activating your courses.

Should you have any questions or issues please submit a ticket to the Online Computing Support Center at www.fau.edu/helpdesk.

NOTE: Faculty who have never used Blackboard at FAU must attend a Blackboard Basics hands-on training session. You can sign up for training or view the current schedule online at https://swise.fau.edu/training.

SOFTWARE LICENSING NEWS

IRM recently signed an agreement with Corel Corp. for several of their products including: Word-Perfect Office, Painter, Designer Technical Suite, Draw Graphics and Paint-Shop Pro Photo. This software is currently available in all of IRM's student computer labs.
To order, visit:
www.fau.edu/irm/desktop/corelsoft.php
In addition to being offered for faculty and staff, students will soon be able to download the software to their personal computers at a very reasonable cost.

There are several upgrades available for Adobe products. If you purchased a previous version of the software from IRM prior to the most recent release, you are entitled to upgrade at a substantial discount over a new license price. To view a list of the current licenses available, visit IRM's Adobe order page:
www.fau.edu/irm/desktop/adobesoft.php

Microsoft's new Vista operating system is supported *on a very limited basis*. Most software programs that are currently part of the IRM standard desktop have now released Vista compatible versions.

Several are still in the testing phase and we want to ensure current functionality with other systems will remain with the supported features in place.

Microsoft Office Enterprise 2007 has been available and supported by IRM since June 2007. You can request the upgrade through your College Support staff or order through the IRM Microsoft order page: www.fau.edu/irm/desktop/microsoftsoft.php

VISTA UPDATE

Microsoft Vista is now available for faculty and staff on campus. IRM does not plan to migrate the university to Vista but will install it on a request basis if the system meets the minimum requirements which include 2 GB RAM and 2.8 GHz single processor or any dual core processor. Vista SP1 is expected to be released sometime after February 2008.

The VPN client is now available for Windows Vista. If you have an existing VPN account, you can download the software at www.fau.edu/irm/network/vpn_client_download.php.

To request a VPN account or Vista, please submit a ticket through the Online Computing Support Center (www.fau.edu/helpdesk).

HELP IS JUST A CLICK AWAY!

Do you generally call the help desk or go online to submit a ticket? The answer may be one or the other, or it may be a combination of both. Either way, how can you make sure that you're getting the fastest help to meet your needs?

PHONE SUPPORT:

If you need a password reset, login assistance or basic help using standard applications (such as Microsoft Office or Outlook) we recommend that you call the helpdesk, especially if you are experiencing problems outside of regular 8am-5pm work hours or if the issue is particularly urgent.

ONLINE SUPPORT:

Some requests cannot be resolved by phone because they require 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
• Self-Service Issues

For the issues mentioned above you will always get faster service by submitting your request yourself via the Online Support Center (www.fau.edu/helpdesk) rather than by placing a

phone call, especially during peak volume times (when you'd likely have to wait on hold before getting an answer).

These tickets immediately go to the appropriate group in IRM (or your college/campus consultant). This procedure saves time and has been found to be the most efficient way of getting help as quickly as possible.

Did you know?

The Online Computing Support Center also has a knowledge base, where you can search or browse for answers to common issues and questions (often eliminating the need to submit a ticket!). Feel free to suggest topics to add to the Knowledge Base.

IRM'S NEW HOME

IRM is pleased to announce that we've moved into the new expansion to building 22 on the Boca Raton campus. The new part of our building includes a student computer lab, teleclassrooms and a training lab. Now that construction of the two-story expansion is complete, renovation work on the old part of the building is scheduled to begin soon and it is estimated that the work will take about six

months. At that time the new occupants, including staff from Communication Services Infrastructure

(CSI) and University Learning Resources (ULR) will move into their new offices and all of the IRM staff at

the Boca Raton campus will be located under one roof. Please feel free to come by and check out our new home!