A Day in the Life of ITS Support Services

Walk with us through an amalgamation of typical ITS Help Desk issues (including ResNet and MTS classroom support), ITS support liaison activities, and scheduled meetings in the conference room, KAR107B based largely on data gathered for the week of January 20-23, 2015.

<table>
<thead>
<tr>
<th>Hour</th>
<th>Help Desk/ResNet issues received via phone, email, or walk-up*</th>
<th>Specialist/liaison activity (includes night shift)</th>
<th>KAR107B reservations</th>
</tr>
</thead>
</table>
| 7:30 | Review overnight calls/emails  
2 grace logins  
3 password resets  
1 access request  
2 printer problems  
1 Desire2Learn problem  
1 Desire2Learn request  
1 compromised account  
* | Work on assigned issues/tickets |  |
| 8:30 | 2 grace logins  
3 password resets  
2 access requests  
1 software update  
2 printer problems  
1 computer not working  
1 projector not working  
1 computer needs reimaging  
2 Desire2Learn requests  
* | Consult with department chair on upcoming project | IT Prioritizations committee |
| 9:30 | 4 password resets  
4 access requests  
1 software update  
2 printer problems  
1 virus removal [LINK KB-update]  
1 AMX panel not working  
1 mobile configuration  
* | Help Desk shift | Project Management Center of Excellence |
| 10:30 | 1 grace login  
5 password resets  
3 access requests  
1 software update  
1 printer problem  
1 computer not working  
1 Mediasite request  
1 Office 365 how-to question  
1 Desire2Learn request  
* | Help Desk shift |  |
| 11:30 | 1 grace login  
4 access requests  
1 printer installation  
1 toner request | Check lab software | ITS Support team |
<table>
<thead>
<tr>
<th>Time</th>
<th>Issues</th>
<th>Notes</th>
<th>Projects/Departments</th>
</tr>
</thead>
</table>
| 12:30 | 1 grace login  
3 password resets  
3 access requests  
2 software updates  
1 computer not working  
1 virus removal  
1 equipment request  
1 jump drive left in lab computer  
* | Answer questions during department walk-through  
Unified Communications project | - |
| 1:30  | 3 password resets  
3 access requests  
1 phone set-up  
1 printer installation  
1 cannot connect to internet  
1 no audio in classroom  
* | Oversee deployment of new machines in area | - |
| 2:30  | 1 grace login  
1 software update  
1 computer/phone move  
1 guest account request  
1 BI query request  
* | Work on assigned issues/tickets | - |
| 3:30  | 1 password reset  
1 printer problem  
1 toner request  
1 Office 365 how-to question  
* | Attend project planning meeting  
STAC | - |
| 4:30  | 1 access request  
1 Bears Den computer issue  
* | Work on assigned issues/tickets | - |
| 5:30  | 1 password reset  
* | Help Desk shift | - |
| 6:30  | 1 password reset  
* | Help Desk shift | - |
| After | 7:30                                                                 | - | Open work space for students |

*Other duties as assigned:*

- Create & update Knowledge Base articles (150+ new docs in 2014; 300+ in all)
- Staff meetings
- Test new systems or products
- Research solutions
- Train & mentor student employees