

## Community Technical Support

- Installation of over 150 desktop computers for the MHC community and public labs. This represents the final year since establishing a four (4) year replacement cycle for all MHC owned computers. The standard desktop/laptop environment on campus allows LITS to maintain the highest level of support and service to the MHC community.
- Processed 4,705 work orders through the LITS Help Desk; 675 for the Student Diagnostic Center.
- Introduction of extended support of Blackberry RIM devices for Senior Staff and their designees. In conjunction with core service providers (eg. Verizon, TMobile, AT&T), support for extended integration of College email and calendaring function is provided through standard operations.
- Introduction of a student computer purchase program in collaboration with the Smith College Computer Store. Established a warranty program for Dell computers purchased through the program - include on-site support from MHC trained and certified technicians.
- Installation of new Anti-spyware (MS Defender) software on all newly purchased PC's. The new software is an enterprise class software component, which replaces freeware products previously deployed for this purpose.
- Training and support model introduced for new VISTA operating system. Incoming student machines as well as future college owned computers will be supported on the VISTA system.
- Finalized and distributed a documented operation process flow for technical support services and the digitization center.
- Initiated strategic plan for campus wide implementation of MS Office 2007 with anticipated roll out date of Summer 2008. Team members include staff from across LITS groups.
- Digitization of eReserves: 2500 readings for 200 courses; MHC Art Museum objects (275), MHC Archives (75), Faculty Research (800). The incorporation of these items into the digital library allow for easier maintenance and extended usefulness of the materials.
- Installation of 103 Kyocera laser printers through a newly established Printer Management Program. The new program leases printers and manages printing cost through a fee per print accounting program. This new program decreases campus expense, manages printer support through an external vendor and extends the Green Computing Initiative.

Submitted by  
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