IT Forum Questions & Answers

System Status Page (TJ Morrigan)
Q: Is the System Status Page hosted and available outside of the University?
A: It is available outside of the University, and does not rely on the availability of the campus network. A couple of weeks ago when the network was down, I was on able to update the page using my SmartPhone.

Workstation Refresh Program (Mike Cook)
Q: What does it Cost?
A: That depends on where you work and what you are buying. If you are a state or self-support unit standard hardware is available at no cost. If you want up upgrade from the standard equipment, you pay the difference. If you are an auxiliary funded agency, you can still participate in the program and take advantage of reduced pricing, however your department will be charged for the purchase.

Q: What about the Faculty and Staff Computers?
A: The computers are more or less the same age as the lab computers. There’s a lot of faculty and staff departments that had funding and have replaced computers frequently, and others who are running out of date hardware. We do want to get an equal, consistent machine deployed for the faculty and staff. Unfortunately, we are not going to be able to do that this fiscal year, but we will be focusing doing faculty and staff next fiscal year after we finish the labs. The funding is perpetual.

Q: Do you have staff doing this?
A: I have an open position for a Workstation Refresh Program Coordinator. Hopefully, the position will be filled within a month or two.

Jabber and Jabber Demo (Don Baker)
Q: How can we get this technology to be used by the students?
A: There is a free Jabber Client. We send software and a link with instructions on how to load the software. They load the software into their PC. They can connect to any internal customer.

Q: Can we use this client for outside users?
A: Yes. It accepts any device that accepts call and h323 calls.

Q: How do you compare this to WebEx?
A: If you enter a conversation and want to show a doc, you don’t have to log in to WebEx. Most of the tools that WebEx has are already on the desktop. WebEx records and Jabber does not.

Q: Is Jabber something we should encourage the faculty to use?
A: I would think the faculty would use this more than staff. The free jabber client we have to provide can collaborate with anyone, anywhere.
John Briar

Q: We had two network outages in the last 2 weeks. What is going on?
A: The most recent situation appears to be an intrusion. It looks like it took out one of our firewalls. It did not have to do with any of the changes we have made.

Q: Can you give us an update on what you have accomplished available in 2013?
A: We are in 13 different locations with Unified Communications. 700 phones have been deployed. 5 general classrooms and 1 training classrooms for Next Gen learning Spaces with audio visual and lecture capture. WebEx has been up.