ITS Updates

09/06/2022
LSU A&M Classroom Project Update
Classroom Project Key Events

- **Early Spring 2022:** ITS and Educational Technology Committee send classroom technology survey to faculty
- **March 2022:**
  - Survey results show that top request from survey was to enhance hybrid capabilities in our classrooms
  - Present results and plan to various groups including A&M ITGC, ADAC, and Registrar’s Office
- **April 2022:**
  - Colleges are asked to provide their top classrooms they would like to see upgraded to provide hybrid capabilities
  - ITS visits each proposed room and takes current inventory of equipment and room setup
- **May 2022:**
  - ITS gives final proposal to each college of top 4 rooms to potentially be upgraded
  - Colleges give final approval of proposed rooms to upgrade
  - ITS requests and receives approval for additional $300k to do partial upgrades for all classrooms in Tureaud Hall
- **June 2022:** RFR (Bid) released for Tureaud Hall upgrades
- **July 2022:** RFR (Bid) released for college classroom upgrades
- **August 2022:** Bid awarded for both classroom upgrade projects
- **Total estimated project cost** $1.25 million
## Confirmed College Room Priorities for Tier 2 Upgrades

### ADSN
- Room: Atkinson 107, Size/Type: 48–GPC
- Room: Design 201, Size/Type: 65–GPC
- Room: Design 313, Size/Type: 75-GPC

### Res Life
- Room: RC2 169, Size/Type: 55-GPC
- Room: RC2 105, Size/Type: 55-GPC
- Room: Cypress 1035, Size/Type: 73-GPC

### HSE
- Room: Peabody 214, Size/Type: 30-GPC
- Room: Peabody 102, Size/Type: 25-Lab
- Room: Peabody 216, Size/Type: 33-GPC

### Honors
- Room: Frnch Hs 135, Size/Type: 55–GPC
- Room: Frnch Hs 218, Size/Type: 23-GPC
- Room: Frnch Hs 200, Size/Type: 20-GPC

### HSS
- Room: Stubbs 210, Size/Type: 25-GPC
- Room: Coates 211, Size/Type: 20-Conf Rm
- Room: Himes 250A, Size/Type: 20-Conf Rm

### MDA
- Room: M&DA 301, Size/Type: 50-GPC
- Room: M&DA 215, Size/Type: 51-GPC
- Room: M&DA 249, Size/Type: 65-GPC

### Ag
- Room: Atkinson 107, Size/Type: 48–GPC
- Room: Design 201, Size/Type: 65–GPC
- Room: Design 313, Size/Type: 75-GPC

### Business
- Room: BECN 1900, Size/Type: 50-Computer
- Room: BECS G1321, Size/Type: 60-GPC
- Room: BECW 2520, Size/Type: 60-GPC

### Engineering
- Room: PFT 2113, Size/Type: 60-GPC
- Room: Doran 115, Size/Type: 24-GPC
- Room: PFT 2324, Size/Type: 49-Lab

### Science
- Room: Foster 214, Size/Type: 40-GPC
- Room: Howe-Rus 347, Size/Type: 25–GPC
- Room: Nicholson 262, Size/Type: 40-Conf Rm

### Law
- Room: Law 108, Size/Type: 65-GPC
- Room: Law 212, Size/Type: 90-GPC
- Room: Law 214, Size/Type: 90-GPC
Tier 2 Classroom Template

- Tier 2 Includes:
  - Auto Tracking camera
  - Sound reinforcement (mic, speakers, amp)
  - PC Refresh with dual monitors
  - Podium as needed
  - Projector, screen
  - USB Switching
  - AV Switching
  - Wireless Display
  - Document Camera
Tentative Timeline

• Supply chain issues are still a major issue for this project

• For Tureaud Hall, we hope to have all items installed during the fall semester.
  • We are confident Tureaud Hall will be finished by the start of spring

• For the College classroom upgrades, we had hoped to have all work complete by the beginning of Spring 2023 semester.
  • We will have a better idea of timelines in about a week after we meet with the vendor that was awarded this project.
  • Given the lead time for some of this equipment, the project could take until the summer to complete.

• ITS is developing communications to be sent to Faculty once we have more concrete timelines.
MS Teams Telephony Project Update
Microsoft Teams Dialing

Call history showing recent calls with names, phone numbers, and timestamps.

- Maria Johnson: "Hi Daniela, this is Maria from Fabricam. Can you please update me on my furniture delivery?"
- Eric Ishida: "Hi Daniela, it's Rick. Figured I'd try again..."
Important Statistics

- **936** phone numbers deployed in MS Teams
- **537,000** chat messages in MS Teams
- **8,682** meetings participated within MS Teams
- **17,942** 1:1 calls within MS Teams

Migration is **9% complete**

- **58%** of users are choosing soft phones
- **18%** of faculty/staff migrated into MS Teams Telephony

**Statistics as of 8/25/22**

9/6/2022
Available Devices (Headsets)

Yealink UH36
$65

Logitech H390
$35

Jabra Talk45
$85

Microsoft Wireless
$75
## Important Statistics

### Headset Equipment Ordered To-Date

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
<th>$ Spent on Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jabra Talk 45 Headset - Jabra Talk 45 Bluetooth Headset</td>
<td>18</td>
<td>916.74</td>
</tr>
<tr>
<td>Logitech H390 - Logitech H390 USB Headset</td>
<td>79</td>
<td>1,880.58</td>
</tr>
<tr>
<td>Microsoft Headset - Microsoft Modern Wireless Headset</td>
<td>59</td>
<td>3,121.69</td>
</tr>
<tr>
<td>YeaLink Headset - YeaLink UH36</td>
<td>10</td>
<td>328.80</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>166</strong></td>
<td><strong>6,247.81</strong></td>
</tr>
</tbody>
</table>

### Phone Equipment Ordered To-Date

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
<th>$ Spent on Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>YEA-EXP50 - Yealink Sidecar</td>
<td>5</td>
<td>489.60</td>
</tr>
<tr>
<td>YEA-MP54-TEAMS - MP54 Microsoft Teams Phone</td>
<td>448</td>
<td>25,214.49</td>
</tr>
<tr>
<td>YEA-MP56-TEAMS - MP56 Microsoft Teams Phone</td>
<td>65</td>
<td>13,488.80</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>518</strong></td>
<td><strong>39,192.89</strong></td>
</tr>
</tbody>
</table>

**Statistics as of 8/25/22**

9/6/2022
Departments with Teams Telephony

• ITS
• Sea Grant
• Center for Academic Success
• Veterinary Medicine
• Law Center
• Math
• Tiger Card Office
Upcoming Rollouts

- Completion of College of Engineering
- Finance & Admin
- Auxiliary Services
- LSU Online

To add your department to the Teams rollout schedule, please send an email to: teamstelephony@lsu.edu
ITS 2022 Customer Satisfaction Survey Results
A Qualtrics survey was distributed to LSU Faculty & Staff 4/18/2022-5/6/2022

- Total Responses: 232
- Total Questions: 19
- Total Comments: 354
- Overall Satisfaction: 81%

57% Staff
43% Faculty
Customer Feedback

I have noticed a definite change in working with ITS. One of my major issues before was ITS closing tickets before the problem was truly resolved, and that hasn’t happened once in recent memory. I’m incredibly pleased with this change and feel like ITS has become much more customer-focused. Thank you so much!

ITS is continuing to expand meaningful enterprise level services to TSPs: SCCM, LAPS, and Security Reporting. This trend is helpful to TSPs and makes useful tools available.

ITS is very helpful when you call the HELP desk with an issue. Those folks really work hard and pursue every avenue to help with your problem.

The phishing help is great.

Very pleased with the changes and updates ITS has made.

The new IT100 form process was a God send. The implementation of the hardware resale program has been amazing.
Comparing results from last survey

2020:
- Overall Satisfaction with Service: 70%
- ITS is aligned with LSU mission and goals: 71%
- ITS is focused on the right priorities: 74%
- ITS values me as a customer: 73%
- ITS proactively looks for ways to help me do my job: 56%
- ITS changes do not disrupt my work: 71%
- I am satisfied with the availability of IT Services: 73%

2021:
- Overall Satisfaction with Service: 81%
- ITS is aligned with LSU mission and goals: 75%
- ITS is focused on the right priorities: 77%
- ITS values me as a customer: 76%
- ITS proactively looks for ways to help me do my job: 74%
- ITS changes do not disrupt my work: 69%
- I am satisfied with the availability of IT Services: 80%
Customer Feedback - Negative

This unit seems fragmented in its approach to customers. There are layers on top of layers. Each sub-unit within ITS points the finger at other units either within ITS or LSU. The process to complete any project or initiative is bogged down to the point where it impedes progress.

Networking, storage, academic IT needs should be prioritized and funded with general university funds. Professors should not have to pay for storage or servers because of a lack of central IT infrastructure.

Honestly, I am not sure where the departments' and colleges' responsibilities begin and ITS's end, but there are a lot of things that don't make sense when I see them.

If the University's mission and goals is (partly) based on research, then then ITS should be geared towards that goal as well -- supporting rather than hindering productivity in research (and teaching for that matter).

ITS seems to see its faculty support as favor they grant, not as a requirement to enable our work.

ITS tends to "not listen"... and instead hears what it wants to hear or spouts back "standard" solutions to non-standard situations.
Short and Long-Term Initiatives

• Continue Customer Service Training
• Education/collaboration campaign on misperceptions – improve seamless experience
• Address gaps in service offerings (storage, after hours support, more savings via master agreement negotiations, processes ex: password reset)
• Greater focus on Faculty Support both in classroom and research
ITS Computer Sales

NEW LOCATION: Student Union 160
EMAIL: computerstore@lsu.edu
Phone Number: 225-578-7771

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>MODEL &amp; SPECIFICATIONS</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DESKTOP</td>
<td>Opti 5000 SFF: 12th Gen i7, 32GB ram, 500 SSD</td>
<td>$999.11</td>
</tr>
<tr>
<td>13&quot; LAPTOP</td>
<td>Lati 5330 2in1: 12th Gen i7, 32GB ram, 500 SSD</td>
<td>$1,562.96</td>
</tr>
<tr>
<td>15&quot; LAPTOP</td>
<td>Lati 7520: 12th Gen i7, 32GB ram, 500 SSD</td>
<td>$1,439.78</td>
</tr>
<tr>
<td>15&quot; LAPTOP</td>
<td>Lati 7530: 12th Gen i7, 32GB ram, 500 SSD</td>
<td>$1,526.01</td>
</tr>
<tr>
<td>27&quot; MONITOR</td>
<td>P2722H</td>
<td>$270.59</td>
</tr>
<tr>
<td>24&quot; MONITOR</td>
<td>P2422H</td>
<td>$227.54</td>
</tr>
<tr>
<td>DOCK</td>
<td>WD19TBS</td>
<td>$298.40</td>
</tr>
<tr>
<td>DOCK</td>
<td>WD22TB4</td>
<td>$301.07</td>
</tr>
<tr>
<td>KEYBOARD &amp; MOUSE COMBO</td>
<td>KM7120W</td>
<td>$60.29</td>
</tr>
</tbody>
</table>

Orders are fulfilled in the order in which they are received and can be ready in most cases next business day.