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	Size/Type
Atkinson 107	48–GPC
Design 201	65–GPC
Design 313	75-GPC

Res Life

Room	Size/Type
RC2 169	55-GPC
RC2 105	55-GPC
Cypress 1035	73-GPC

HSE

Room	Size/Type
Peabody 214	30-GPC
Peabody 102	25-Lab
Peabody 216	33-GPC

Honors

Room	Size/Type
Frnch Hs 135	55–GPC
Frnch Hs 218	23-GPC
Frnch Hs 200	20-GPC

HSS

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

MDA

Room	Size/Type
M&DA 301	50-GPC
M&DA 215	51-GPC
M&DA 249	65-GPC

Ag

Room	Size/Type
Atkinson 107	48–GPC
Design 201	65–GPC
Design 313	75-GPC

Business

Room	Size/Type
BECN 1900	50-Computer
BECS G1321	60-GPC
BECW 2520	60-GPC

Engineering

Room	Size/Type
PFT 2113	60-GPC
Doran 115	24-GPC
PFT 2324	49-Lab

Science

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

Law

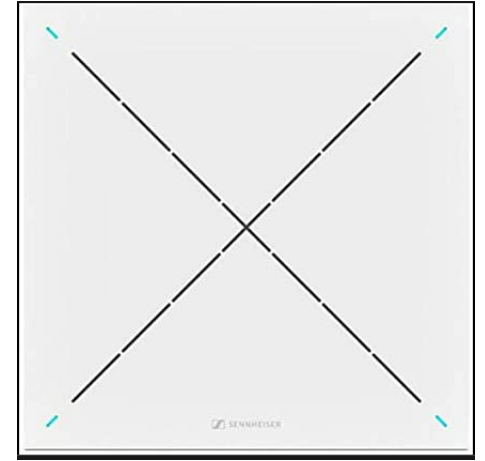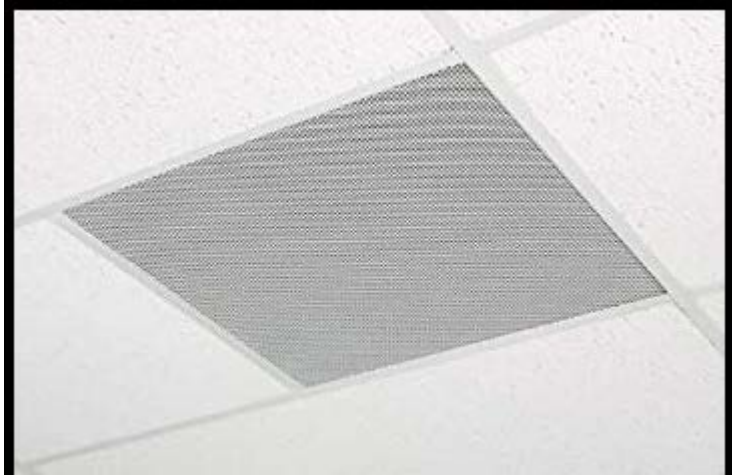| Room	Size/Type
Law 108	65-GPC
Law 212	90-GPC
Law 214	90-GPC

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

Important Statistics

936 phone numbers deployed in MS Teams

58% of users are choosing soft phones

18% of faculty/staff migrated into MS Teams Telephony

537,000 chat messages in MS Teams

8,682 meetings participated within MS Teams

17,942 1:1 calls within MS Teams

**Statistics as of 8/25/22

9/6/2022

Yealink MP5

$169.61

Yealink MP56

$207.52

Available Devices (Headsets)

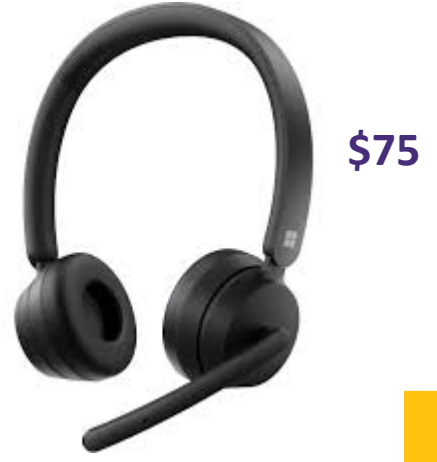**Yealink UH3** $65

Logitech H390 $35

Jabra Talk45 $85

Microsoft Wireless $75

Important Statistics

Headset Equipment Ordered To-Date	Quantity	$ Spent on Equipment
Jabra Talk 45 Headset - Jabra Talk 45 Bluetooth Headset	18	$ 916.74
Logitech H390 - Logitech H390 USB Headset	79	$ 1,880.58
Microsoft Headset - Microsoft Modern Wireless Headset	59	$ 3,121.69
YeaLink Headset - YeaLink UH36	10	$ 328.80
Grand Total	166	$ 6,247.81

Phone Equipment Ordered To-Date	Quantity	$ Spent on Equipment
YEA-EXP50 - Yealink Sidecar	5	$ 489.60
YEA-MP54-TEAMS - MP54 Microsoft Teams Phone	448	$ 25,214.49
YEA-MP56-TEAMS - MP56 Microsoft Teams Phone	65	$ 13,488.80
Grand Total	518	$ 39,192.89

**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
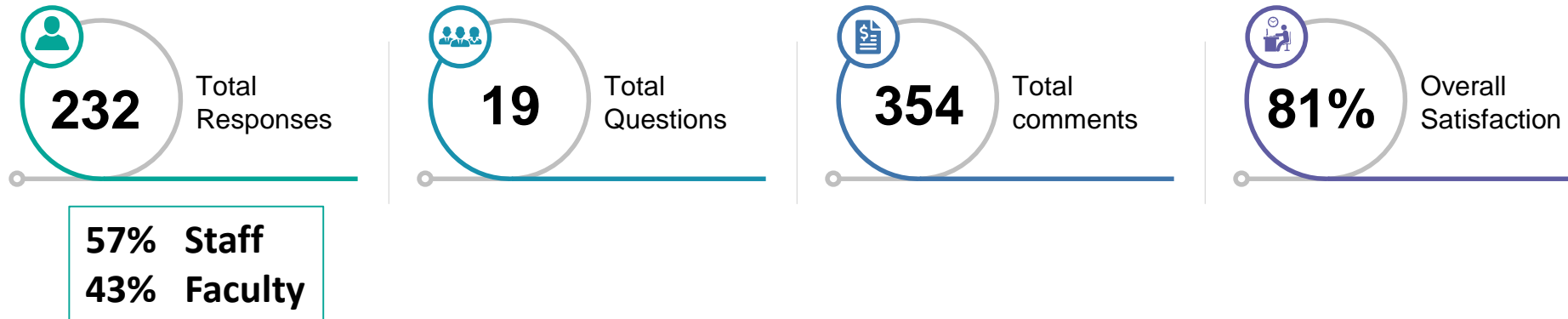- Auxiliary Services
- LSU Online

To add your department to the Teams rollout schedule, please send an email to: teamstelephony@lsu.edu

ITS 2022 Customer Satisfaction Survey Results

Satisfaction Survey Details

A Qualtrics survey was distributed to LSU Faculty & Staff 4/18/2022-5/6/2022

232 Total Responses

57% Staff
43% Faculty

19 Total Questions

354 Total comments

81% Overall Satisfaction

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.

Very pleased with the changes and updates ITS has made.

The phishing help is great.

The new IT100 form process was a God send. The implementation of the hardware resale program has been amazing.

Comparing results from last survey

Top Customer Feedback Themes

Communication

Service Offerings

Infrastructure & Applications

Higher Ed/Research Technology

Customer Service

01

02

03

04

05
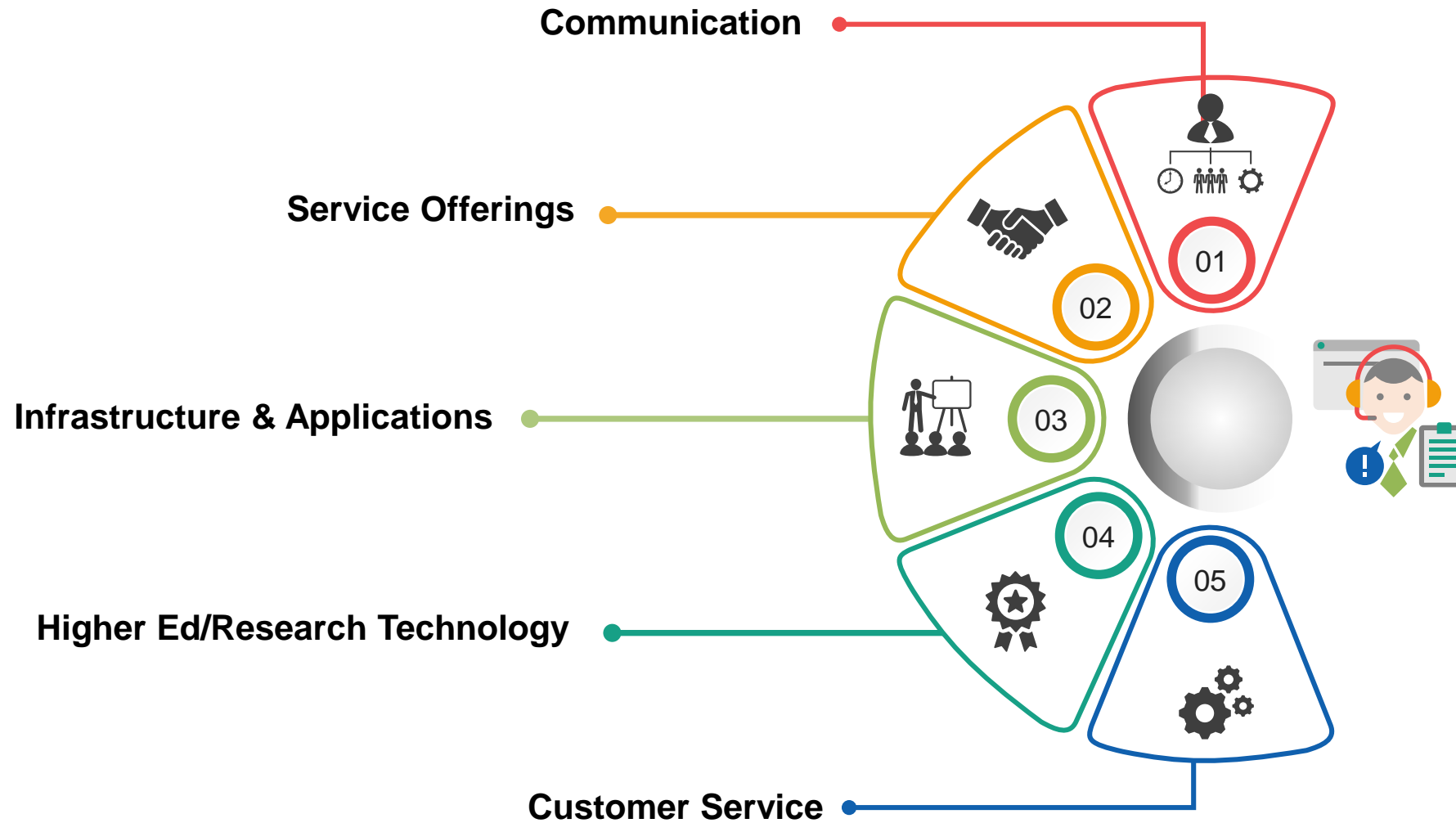
Customer Feedback - Negative

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.

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).

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.

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

Current Models Specs Prices

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

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