The Information Technology Services offices, located on the second floor, West wing of Kettler Hall will be hosting an open house on Thursday, March 2 from 2-4 pm. Several areas have undergone renovations and expanded services. The Help Desk, which recently relocated to KT 206, offers services to faculty, staff, and students. The services to faculty and staff include scanning stations, telephone support for hardware and software problems, and other resources including a variety of software manuals, and CD ROM and video training materials which may be checked out. Services to students include e-mail and lab account services as well as telephone support for software products. 

Additional changes in IT Services include an updated faculty and staff Training Lab which can now accommodate 13 participants. Classes are offered free of charge and new listings are published monthly. You may now register for these classes from the Short Course Schedule Web page. Some of the course offerings include PowerPoint, Windows 95/98, Excel, Word, cc:Mail, Lotus Organizer and others.

The INTL has been designed to replicate the emerging IPFW campus-wide telecommunications network within an isolated room. When completed, it will duplicate the 1-gigabit fiber optic backbone currently installed on campus, as well as the emerging switch-based network extensions into each campus building. ITS engineers are now free to test the next planned upgrades without disrupting campus IT operations, make the necessary adjustments to balance the new loads before going live, and feel confident that the next network changes will not result in major problems for our users. Additionally, since all of the network engineers have their offices in the Lab, collaboration on solving problems occurs much more quickly.

As use of the INTL grows, ITS will be offering use of the Lab to the technical support staffs of the various IPFW schools. This will allow them to test their own new approaches and applications before placing them into the live campus network. This will further assure a reliable, speedy network environment for students, faculty, and staff as we continue to upgrade the use of information technology at IPFW.
Change to Help Desk Menu System

by Cyndy Elick, Manager of Operations

IT Services is always searching for methods to improve service, in spite of limited resources. As part of this process the Help Desk has implemented a phone menu system. We have identified information that is frequently requested, and made it more readily available by the touch of your finger. Using these features frees up the Help Desk lines and gives us an opportunity to serve more people. In response to suggestions the menu will have two changes effective March 1st: The instructions to speak to a Help Desk consultant are now at the beginning of the menu and the zero key will route you to a consultant.

On-Line Registration for Short Courses

IT Services announces on-line registration for faculty/staff Short Course training, making registration fast, easy and convenient. Simply open your Web browser (Netscape or Internet Explorer). Go to the Short Courses Web page (see URL below) and click one of the on-line registration buttons to register for March classes. At the registration page, click on the check boxes to select your classes and click the 'submit' button at the bottom of the page. You will receive a verification message from the Help Desk after you have been registered.

http://www.its.ipfw.edu/docs/training/schedule.html

New Faces at IT Services

Scott Vitz joined IT Services on December 15, 1999 as the Academic Computer Support Specialist. Although new to ITS, he is quite familiar with IPFW. In 1998, he earned his M.A. in Professional Communication here. Also, since 1997 he has been teaching for the Communication Department, first as a Graduate Assistant and now as Associate Faculty. His position with ITS requires him to write and to teach frequently, both of which he thoroughly enjoys. Scott is continuing his education at IPFW, working toward an M.A. in English.

Shawn McLain joined IT Services’ technical support staff last August. In 1994, he earned an Associate’s degree in Computer Applications and Programming from International Business College. Prior to coming to IPFW, Shawn worked as a Computer Technician for two years and a Networking Specialist for three years. With a solid technical education and a history of solving computer problems, Shawn has been and will be a valuable asset to IPFW.

Operating Systems: Windows 95/98

Part 1 - Tuesday - March 7th
9:00 A.M.-10:00 A.M.
Part 2 - Wednesday - March 8th
9:00 A.M.-10:00 A.M.
Part 3 - Thursday - March 9th
9:00 A.M.-10:00 A.M.
Part 4 - Friday - March 10th
9:00 A.M.-10:00 A.M.

World Wide Web and HTML

Create Text-based Web pages
taught by Pam Zepp
Part 1 - Wednesday - March 8th
10:30 A.M. - 12:30 P.M.
Part 2 - Friday - March 10th
10:30 A.M. - 12:30 P.M.
Using Netscape and the Web
taught by Scott Vitz
Wednesday - March 29th
8:00 A.M. - 10:00 A.M.

Writing Web pages in HTML

Write Web pages in HTML
taught by Pam Zepp
Part 1 - Monday - March 20th
9:00 A.M. - 11:00 A.M.
Part 2 - Wednesday - March 22nd
9:00 A.M. - 11:00 A.M.
Part 1 - Friday - March 24th
1:30 P.M. - 3:30 P.M.
Part 2 - Friday - March 31st
1:30 P.M. - 3:30 P.M.

Lotus Applications

taught by Pam Zepp
cc:Mail 6 - Overview
Thursday - March 9th
1:30 P.M. - 3:00 P.M.
cc:Mail 8 - Overview
Tuesday - March 7th
1:30 P.M.-3:00 P.M.

Archiving & Mailbox Management

Wednesday - March 15th
11:00 A.M.-12:00 P.M.
Thursday - March 30th
11:00 A.M.-12:00 P.M.