# **ITSS**

**Assigned Tasks**:

* Build Network in ICP
* Build E-Isuite server on ICP network
* Install Printers on ICP Network
* Setup all computers in ICP with access to printers, servers and Internet
* Support all WFA Instructors IT/Technology needs
* Provide Liaison between ICP and Itasca College IT Director
* Take down and pack ICP network at the end of WFA

**What went well:**

* Setup went fairly smoothly except with some missing equipment. This was resolved by using equipment from personal kits
* Single point of contact for Instructor IT issues worked well
* There were three contacts for IT support. Invariably the instructors would contact the ITSS that was not around. We mitigated this by creating a group text and would communicate with each other at to who was closer and would respond.
* “Rounds” was very effective. An ITSS would go around to each class in the morning, and sometime later during the day, and check in with the Instructor. This would give them a warm fuzzy, and in several cases, was able to resolve a minor problem before it got out of hand. We would spend no more than about 30 seconds at each class if there were no problems
* We had a total of 17 calls for assistance as of Thursday morning. This was greatly reduced from last year

**Opportunities for improvement:**

* Although the single point of contact was good, if there are multiple ITSS, then the phone number for the “ITSS of the Day” needs to be put in the IAP
* Group text should be set up between the multiple ITSS
* Resource ordering needs to be funneled through a single point to avoid redundancy
* Kits needs to be verified that everything is in them. Network kits needs another electrical extension cord and two more power strips
* ICC Facilities has asked that we not use duct tape to tape down cables to the floor or tables. They have requested that we user Gaffers Tape as it doesn’t leave any marks or residue
* GIS would like to have a plotter in the ICP. Plan B would be network access to a plotter at MiFC and Plan C would be to gain network access to the College Plotter onsite.
* Accessing ROSS from ICC Network requires pre-configuration of the Network. This information needs to be sent to the ICC IT Director about 2 weeks before the start of the Academy
* Instructor software needs that have to be installed on class computers must be submitted to the ICC IT Director about 4 weeks before the start of the Academy. This gives the College the opportunity to obtain the software and make arrangements for installation. It will also reduce any headaches on the first day of class
* Reiterate that Instructors put their on memory sticks instead of CDs.