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Quad Cities



Western Illinois University – Quad Cities Campus
Annual Report on Accomplishments & Goals
March 5, 2012

Christopher J. David,
Assistant Director QC Technology

WIU - QUAD CITIES



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- ▶ WIU Quad Cities Technology Operations
- ▶ QC Technology Staff and respective areas of support.....
- ▶ Our Accomplishments in FY'12
- ▶ And Goals for FY'13

WIU - QUAD CITIES



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- Quad Cities Technology provides Network, VoIP Telephone, Infrastructure, Hardware, Software and Web support for students, faculty, and staff who use technology in
- Over 49 Classrooms, Labs, Meeting spaces and public areas including 16 video conferencing classrooms
- Over 120 offices at the Riverfront Campus and 60th Street Campus locations

QC TECHNOLOGY OPERATIONS INCLUDE PROVIDING TECH SUPPORT FOR THE FOLLOWING



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..... 60th Street Campus



Figge
Museum,

QC TECHNOLOGY PROVIDES ALL TECHNOLOGY SUPPORT
AT.....

The New Riverfront Campus on River Drive, Moline



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THE QC TECHNOLOGY STAFF

Christopher David , *Assistant Director*
Quad Cities Technology Administration

Andrea Allison , *Research & Instructional Consultant*
Computer Labs Manager, Hardware & Software Support, User Support

Paul Finley , *Communication Network Technician III*
VoIP, Network Infrastructure , User Support

Karin Chouinard , *Instructional Technology Systems Manager*
Inventory, Classroom Support, Web Development & User Support

Michael Weinrich , *Instructional Technology Systems Manager*
Classrooms Manager, Hardware & Software Support, User Support

Jonathan Mckenna, *Data Processing Equipment Technician I*
Classroom Technology Support, Hardware & User Support



MICHAEL & JON.....



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Michael Weinrich ,
Instructional Technology Systems Manager



Jonathan Mckenna,
Data Processing Equipment Technician



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2012 ACCOMPLISHMENTS:

QUAD CITIES TECHNOLOGY, UNDER THE LEADERSHIP OF VICE PRESIDENT DR. RIVES AND UTECH LEADERS MIKE DICKSON, DAN ROMANO, MIKE RODRIGUEZ AND OTHER UTECH LEADERS AND STAFF.....

- ▶ Successfully evaluated, ordered, purchased, received, moved, installed and provided to contractors; technology hardware and software to commission and bring into production status, the addition of classrooms, labs, conference rooms and learning spaces and work spaces at the new Riverfront campus. (172 PCs, 14 printers and scanners, and other associated peripherals and support technology that make up a campus)
- ▶ Took offline & re-configured Lab 138 and re-purposed the site as the infrastructure staging area to configure the new racks, hardware (Over 15 physical and virtual servers, over 20 routers and switches and many other infrastructure equipment in 4 Racks) for the new campus
- ▶ With the help of many of our uTech colleagues, successfully moved this and the Engineering classrooms, labs and technology from the Caxton Block building into the new location at Riverfront Campus
- ▶ We then successfully provisioned, installed, migrated data and moved faculty and staff work stations; both to the new campus and also for faculty & staff office re-locations within the 60th street campus

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- ▶ Dismantled and removed all network infrastructure fixtures, racks & equipment from the Caxton Block premises and moved all to the 60th street campus
- ▶ Upon re-evaluation of needs, QC Technology staff also successfully dismantled, relocated and re-configured the three smart boards and instructional podiums from the new Riverfront campus into three requested and reassigned classrooms at 60th street campus
- ▶ Dismantled, moved, and reconfigured two Department of Counselor Ed CCTV Labs into three re-located rooms
- ▶ QC Technology Staff also removed all classroom technology from QCB22 and relocated and re-integrated the same into Lab138 in preparation for WQPT occupation of QCB22
- ▶ QC Technology Staff assisted in the moving WQPT Public TV station Staff and their technology into its new offices and spaces at 60th Street campus



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QC TECHNOLOGY DEPARTMENT 2013 GOALS:

- ▶ Continue to participate in the RF Campus Phase II planning and implementation
- ▶ Install and integrate network infrastructure from Caxton into QCB24 and install all switches into proper racks
- ▶ Integrate WQPT network into the QC network infrastructure
- ▶ Install removed UPS power units into B24 to provide enhanced power backup to provide for WQPT infrastructure
- ▶ Implement online training class for training new QC Technology Student help desk/lab attendants
- ▶ Implement and provide a BHC Network Internship within QC Technology
- ▶ Complete work in progress for providing redundancy for VoIP telephone system for both campus sites.
- ▶ Complete transition of all ITSM classroom responsibilities to new ITSM
- ▶ Complete updating documentation to reflect the upgrades and changes to Network
- ▶ Continue to enhance, refine update and maintain the QC Web Page.
- ▶ Continue to research and deploy classroom management software, tools and methodology



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UNIVERSITY SERVICE:

QC TECHNOLOGY STAFF PARTICIPATE IN THE FOLLOWING CAMPUS COMMITTEES AND SUB-COMMITTEES

- ▶ University Technology Advisory Group (Christopher David)
- ▶ Technology Security Committee (Christopher David)
- ▶ Technology Change Advisory Committee (Christopher David)
- ▶ Mobile Computing Task Force (Christopher David)
- ▶ QC Staff Coordination Team (Christopher David, Andrea Allison)
- ▶ University Technology Implementation (Christopher David, Andrea Allison)
- ▶ QC Riverfront Campus, Phase II Steering Committee (Christopher David, Andrea Alison)
- ▶ QC Riverfront Technology Committee (Christopher David, Paul Finley)
- ▶ QC- Facilities Implementation Team (Christopher David, Andrea Allison, Karin Chouinard)
- ▶ QC- Moving and Implementation Team (Christopher David, Andrea Allison, Karin Chouinard)
- ▶ University Technology Communication committee (Karin Chouinard)
- ▶ Web Accessibility Committee & Sub-committee (Karin Chouinard)

QC TECHNOLOGY IS CONTINUING TO PARTICIPATE IN THE SOON TO COME.....

QC RIVERFRONT CAMPUS PHASE II.....



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The logo for uTech features the word 'uTech' in a stylized font. The 'u' is yellow with a gradient and pixelated top edges. The 'T' is purple with a gradient and pixelated top edges. The 'e', 'c', and 'h' are also purple with a gradient. The letters have soft shadows underneath.

uTech

UNIVERSITY TECHNOLOGY

Closing Comments

Decorative graphic at the bottom of the slide consisting of a purple shape on the left and a yellow shape on the right, both with a slight gradient and a white border.