Value-add for Botany

• Botany IT has traditionally had two positions for IT support:
  – The Academic IT Specialist (Bob) has role of software/hardware purchasing and project development (web, database, and courseware).
  – The Computer Assistant (Brian) has role of troubleshooting problems, software/hardware installation, and daily operational IT functions.
Botany Academic IT Specialist Goals

• Understand and implement your IT needs
• Keep informed on emerging technologies
• Partner with you in achieving your goals
• Develop connections for you with the IT community at Purdue and with colleagues
• Assist in development of tools, web sites, algorithms, databases that will promote your programs, projects and courses
What has already been accomplished?

- Web-based disease forecasting models: *Melcast* and *Turfcast*
- Web-based weed control decision aid: *Select-A-Herbicide* for Crops and Non-Crops
- *Chromosome Capers* was developed to help students better understand cell ploidy, mitosis, and meiosis
- Web-based digital image submission to P&PDL
- Database for Arthur and Kriebel herbaria
- The *Gene Gun* interactive display was developed to highlight genetic research and its benefits
- Set up *SequenceServer* as web front-end for BLAST+ searches against your own FASTA sequence files
AgIT Team dynamic

• Split into 3 teams
• Pat Smoker, Department Head
• Leanne McGiveron, IT Manager
  – Support Services
    • Rick Rodriguez, Team Lead
    • 1 Phone operator
    • 7 Analysts
    • 1 technical writer (student)
    • Handles Level 1 and 2 support
  – Systems
    • Ed Stanisz, Team Lead
    • 3 System Administrators
    • Handles infrastructure and Level 3 support
  – Development
    • Eric Adams, Team Lead
What do we do?

• Mission Statement:
  – Develop an organization-wide computing and information system in which people are able to effectively use and apply information technology in fulfilling the mission of the Purdue College of Agriculture.

• What it means:
  – We are here to support you
Benefits/Goals

• Increase level of support by
  – Removing distraction for support of common good services allow greater focus on high value, discipline specific IT services
  – Separation of duties between specialized, department specific support and support of standard hardware software
  – Lower response time for typical support calls with dedicated service desk
  – Minimize impact of leave and/or vacancy of any single IT position
  – Greater depth and breadth of the College IT service organization

• Lower Cost
  – Lower labor cost for typical support roles
  – Elimination of duplication of effort
  – Leverage of economy of scale procurement of computing products and services (hardware, software licenses, training, etc.)
  – Shared positions and greater collaboration
What is supported?

• Windows 7 (32 and 64 bit)
• Macs
• Microsoft Office
• Email
• Adobe Acrobat
• Virus protection
• Hardware
  – Printers, scanners, etc
• Other “common” software/hardware
How to request assistance

• Email us
  – agithelp@purdue.edu
  – Ticket automatically generated in system

• Campus phone
  – 48333

• Toll-free
  – 1.888.226.2438

• Helpdesk staffed Mon-Fri, 8am-5pm
  – After hours support remains the same
How it works

• Issue submitted with Helpdesk
• Helpdesk performs issue “triage”
• If additional help needed, issue escalated to appropriate team (ITaP, System Admins, Local IT, etc)
• AgIT will coordinate and own the issue until resolution
• We ask that all issues, regardless of scope or priority, start with the AgIT Helpdesk
Current Statistics

• Approx 1800 computers supported
  – 802 off-campus

• For the time period of Jan 2011 – Jan 2012
  – Total of 16,534 calls received
    • Average 1102 per month, or 53 per day
    • Average 1.1 abandoned calls per day (2% of calls)
    • Average speed to pick up the phone was 9.5 seconds, or about 2 rings
  – Total of 14,889 tickets created
    • Average 992 per month, or 48 per day
    • 86% of issues were resolved by 1st/2nd level support (People who answer the phone)
    • Average time to resolve ALL issues is under 5 hours (4:53)
    • More than half of all issues resolved in under 2 hours
What a Help ticket looks like

• Issues are addressed according to priority and the order received
What you see when a ticket is made