The University of Utah

Division of Student Affairs

Annual Report 2022

Computer Support Services

1. Primary Purpose

We support student success by supporting the technology used by staff to deliver timely help with services students in all departments we support.

2. Departmental Outcomes

We are not a student facing department.

3. Programs, Services, and Resources

General

- The programs, services, and resources within our department help students by enabling 1,068 employees use of computers from the login process all the way to getting the student the information they need.
- We setup & deploy Windows to employee's physical computers, setup their computer accounts for computer access, permissions for drive share access for department files, photos, and personal file storage.
- We deploy software, updates and security settings to all computers & servers.

SA Server Services

- We host the eMarketing web server & key card server for the Guest House.
- We setup ESXI virtual servers and data storage disks in the data center & Student Services Buildings.
- We host the Room Reservation software for the Union and Housing.
- We host databases for most departments.
- We host file transfer servers for mail merge.
- We support the ICE Document Transfer system for Admissions.
- We facilitate backups of all data on a daily, weekly, monthly and yearly basis.
- We securely store videos for the Counseling Center.
- We host document processing programs for multiple departments.
- We host Citrix for secure external internet access to work resources.
- We deploy updates and software through SCCM Servers
- We manage an AD domain server for ASUU
- We manage Titanium Scheduling servers for the Counseling Center, Woman's Resource Center, Athletics, Phycology
- We maintain a Clockworks server for the Center of Disability and Access.
- We maintain the Camus Logic server for Admissions.

- We also have a key card server, Peoplesoft Mail merge server, HRE file share server, DHCP server, Domain Name System server, Operating system deployment server, Domain controller servers, and many more.

  External Department Support

- We implement and support Titanium software servers for the Counseling Center, Disability Center, Woman's Resource Center, and soon the Athletics and Psych Departments.

4. Impact Data

Our office is currently not collecting student utilization data & We do not have a plan to collect student utilization data next year. We are not a student facing department.

- We contact vendors for the best pricing and future updates of technology for computers, switches, servers, and storage arrays.

25% Desktop Support

- We image maintain and deploy machines
- We troubleshoot desktop issues

75% Systems Support

- We do server support for multiple different departments and programs
- We troubleshoot server issues.

5. Major Accomplishments

- We replaced outdated physical servers
- We replaced outdated disk storage arrays
- We replacing expired end user laptops, desktops, monitors, and docking stations
- We replaced Citrix with updated Virtual servers and software.
- We renewed encryption certificates for many servers
- We encrypted network traffic for the Union EMS desktop app
- We setup new networks in various buildings and maintained our current networks
- We securely erase data from old drives
- We re-use equipment for departments that need help keeping their systems up to date
- Doug and Jordan completed a Windows 10 training class.
- We helped transition Admissions and Financial Aid to rftrack.utah.edu for inventory

- Jeremy completed trainings this year for CompTIA Network+, Microsoft Windows 11, Microsoft SCCM/Endpoint Configuration Manager, Hyper-V and Clustering on Microsoft Windows Servers, Microsoft Windows Server Deployment, Citrix Application and Desktop Virtualization, Windows Server Administration, Windows Server Active Directory GPO & Remote Server Access, Citrix NetScaler, Mastering DNS on Windows Server, VmWare vSphere Install Configure and Manage, Citrix Administration, Veeam Backup and Replication, Master Microsoft PowerShell, Microsoft Intune MDM MAM Endpoint Manager Azure, Remote Desktop Services, Nmap Network Security Scanning and Advanced Techniques, and Data Center Essentials.

6. **Major Challenges**

- Documenting statistics to help us see our upward progression
- Look in to the Service Now ticketing system
- Transitioning to the main University Active directory
- Time needed to complete the project
- This move will simplify user account creation
- Uses will only need to have one login

  The time to complete will depend on current projects:
- OnBase upgrade
- Server upgrades
- Switch upgrades
- Moving personal drives to Box.com
- The migration to the new Citrix
- Maintaining backups
- Setting up software deployments
- Patching computers
- Adjusting backup space as needed
- Upgrading the VMWare virtual server software
- Testing new active directory settings with each department
- Moving over all the group settings and printers and computers to the AD domain.
- Setting up a new Video server for the Counseling Center
- Server maintenance.

7. **Goals**

- Developing a SA-wide document storage strategy and internal procedures/guidelines

- Develop education/training resources for SA staff related to technology and computer support