



## Fall 2008 Edition

Welcome to the first edition of the HSC's Information Technology Services (ITS) News Letter. We are pleased to keep you up to date with news and information regarding technology use and new technology initiatives at the Health Sciences Center through this communications channel.

ITS is constantly evaluating our service and support offerings. Please feel free to leave comments or suggestions by emailing [its@hsc.wvu.edu](mailto:its@hsc.wvu.edu) or complete our new IT Customer Satisfaction Survey, at the bottom of any page of the ITS site, by clicking the "Customer Survey" icon. We value your input on how to improve our service offerings. Thank you in advance for your comments.



### Newly integrated IT structure:

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In March 2008, Laura Roth was appointed as the Assistant Vice President for Information Technology for the Health Sciences Center. One of Laura's immediate roles was to re-align the existing technology groups into a unified support structure to better meet the needs of our students, faculty, staff, and administration. Since March, there have been several changes to the IT organizational chart. Click here to review a copy of the [new IT Services organization structure](#).

Some of the major changes involve:

- A new [HSC IT Quality Assurance Department](#) has been established and will be lead by Bill Dumire of the School of Dentistry. Bill will continue to serve as Director, IT School of Dentistry and will also function as the Director, HSC IT Services Quality Assurance. This dual appointment will provide an opportunity for collaboration and better resource sharing to enhance both School of Dentistry and central IT service offerings. Bill's QA role will involve the review of HSC IT practices, policies, and procedures as they relate to Quality Assurance, developing new systems and processes to evaluate, track, enforce, and audit change control procedures, evaluating and making recommendations on the organization's Disaster Recovery Plan, and developing/implementing new end-user best practice standards, policies, and procedures.
- Merger of the [HSC HelpDesk](#), [Classroom Support \(ETRU\)](#), and [MDTV](#) units under a new Support Services department lead by Mike Brown. Through an internal search, Mike was

selected to lead the new Support Services group. Mike's background in technical services, customer support, and knowledge and expertise with audio/video systems matches the needs for this newly integrated unit.

- Merger of Data Systems, Academic Technologies, Learning Center's Training & Software Consulting, and the School of Medicine Dean's office IT resources under a new [Application / Web Services](#) department. The Application / Web Services unit is now under the direction of Amir Ramezan. Amir's proven expertise and knowledge in database and web development and experience as an instructor matches the need for this newly integrated unit.
- Other staff changes:
  - Chris Budig will serve as Director of MDTV Program Development. This will provide an opportunity to expand and improve the business development of MDTV by seeking additional income generating utilization of MDTV services.
  - Cindy Drake will function as Special Assistant to the AVP of Information Technology and will manage the IT Services Project Management Office. Cindy's role will involve management of the IT business services, IT project management, and the day to day operations of telecommunications service requests.
  - Through an internal search, Lawrence Godwin has moved from the HSC Help Desk as the Lead Computer Technician to the HSC Network & Voice Services group. Lawrence's new role will include providing networking support and expertise in our server and file storage environment.
  - Through an internal search, Joseph Marton has moved within the HSC Help Desk as the new Lead Computer Technician. Joe will be responsible for overseeing the daily operations of the Help Desk and assisting our customers in resolving technical problems.



**One number,  
one website for all HSC IT units:**

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To provide more efficient access, and less confusion to our customers, [one website](#) and one phone number has been established for the HSC IT Services department. Customers may now call 293-3631 to reach any unit of the IT Services department. An automated Call Distribution Center has been installed on this line and will redirect your calls accordingly. Additionally, the new system will provide call accounting details and will better assist our Help Desk technicians in managing/responding to calls in queue. Our new menu line-up when calling 293-3631 is as follows:

Calling Menu Options	
Press 1	Immediately connect to our Support Services/Help Desk unit
Press 2	Classroom Technical Support
Press 3	Networking, Telecommunications, or Administration
Press 4	Application/Web Services including SOLE and eCampus Support
Press 5	Learning Center's Training & Software Consulting Services
Press 6	MDTV Services and Room Scheduling
Press 7	Audio/Visual Checkout
Press 8	Repeat this menu

### Next Generation Public Websites

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Information Technology Services is forming a Web Task Force Committee, in coordination with HSC Planning & Marketing, that will outline our “unique” institutional needs. The end result will be a clear and concise direction for our collective web presence.

The task force will have representation from all four disciplines, regional campuses, the clinical enterprise (i.e. [health.wvu.edu](http://health.wvu.edu)), as well as input from University Relations at a main campus level. Discussions will involve everything from guidelines and standards, to design and functionality. HSC Planning & Marketing will assemble a list of key stakeholders from each sector of HSC, to ensure that our missions of Education, Patient Care, Research, and Service to the State are well represented via the web.

### Migration from Novell to Microsoft

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Over the next few months, IT Services will begin migrating file/print and groupware (email/calendar) services from Novell to Microsoft. Our Help Desk and Networking staff will be working with your departmental Computer Support Contact in making this transition. The file/print services migration will begin in November and run through January. Once this migration is complete for all departments, we will continue by transiting from GroupWise to MS Exchange (Outlook). This transition will further simplify the user interface and provide better integration and functionality with the clinical enterprise and computing systems in general. Tools will be used in migrating groupware data including inbox, cabinet file folders, archives, address books, etc. Watch for future email updates regarding this migration.

### New Classroom Renovations Scheduled:

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Classrooms 1107 and 3067 will be taken out of service beginning January 2009 through the start of the Fall 2009 semester for renovations. The classrooms will be outfitted adhering to HSC hi-tech standards. Faculty and staff will be consulted for input regarding configuration prior to the construction phase. Watch for more announcements regarding renovations of these classrooms.

## School of Pharmacy Laptop Program:

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The School of Pharmacy is now participating in the HSC Student Laptop Program. Also participating in this program is the School of Medicine's MD, OT, PT, and PA programs. In 1998, the HSC established the HSC Student Computer Program to assist students in furthering their education through use of powerful computing resources. The students are issued a notebook computer for use as an integral part of the curriculum. The computer program provides a portal for online education, access to our Library's electronic collection, a software package that includes electronic versions of medical resource materials, wireless network access within the Health Sciences Center, off-site access, on-campus printers and supplies, warranty and insurance coverage, and onsite Lenovo certified technical support/maintenance for hardware/software problems through the Support Services unit. Our program goal is to provide our students with computer literacy skills to assist the student with learning, test taking, patient care, research, managed care, and hospital record keeping.



## MDTV

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In addition to telemedicine, videoconferencing, and distant learning programs, MDTV provides professional multi-media and video production services to the faculty, staff, and students at WVU. We are dedicated to guiding you through all aspects of production from the idea, to script writing, shooting, editing, and on to completion. Click here for more information on how [MDTV](#) can help with all your multi-media and video production needs.

## Classroom Technology

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- TurningPoint Audience Response System

The HSC now has available in our High-tech classrooms a new audience response system. The new system from Turning Technologies integrates 100% into Microsoft PowerPoint and allows audiences and students to participate in presentations or lectures by submitting responses to interactive questions using a ResponseCard keypad or a laptop computer. Using the TurningPoint audience response system, your PowerPoint presentations become powerful data collection and assessment tools that collect real-time audience responses and dramatically improves productivity and results.

Students participating in the HSC Laptop Program interact by responding to poll questions generated by their instructors using their laptop computers. IT Services also has 110 Response Cards available for check-out for administrative events through our online A/V check-out site at <http://www.hsc.wvu.edu/its>.

High Tech rooms currently supporting the TurningPoint Audience Response System are: Okey Patteson Auditorium, Hostler Auditorium, 1901, 1905, 1909, 2094, 2116, 2118, 3084, 4007, 4080, and 8604. A mobile cart is also available to make any room TurningPoint accessible

- Classroom Lecture Recording Software

As a part of enhancing the classroom lecture recording experience, we are evaluating various options for recording classroom lectures from our high-tech classrooms. Presently, lectures are being recorded in the high-tech classrooms using either Camtasia Studio and/or Wimba LiveClassroom via an eCampus connection. We are currently looking at other products that may simplify and enhance the lecture recording experience in our classrooms. Representatives from each school are participating in presentations and are assisting with developing a testing plan involving faculty and students. We anticipate completing the evaluations by end of this calendar year with deployment in January 2009. Watch for future email updates.

- New “inside” wireless Network (“wva.home”)

A new wireless network providing access to internal HSC servers/resources is now available. Faculty and staff can use the existing wireless infrastructure to access these resources. Click here for current list of [HSC wireless hotspots](#). Departments wishing to add wireless capabilities in their areas will need to coordinate purchase of required equipment and installation through the IT Services department. Information on how to setup your “inside” wireless connection through this new network is available here:

Windows XP Wireless ([Word](#)) ([PDF](#))

Windows Vista Wireless ([Word](#)) ([PDF](#))