The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through. – Sydney J. Harris
## Table of Contents

### Contents

- Executive Summary ................................................................. 1
- Unit Definition ........................................................................... 2
- Vision ....................................................................................... 3
- Operating Highlights ............................................................... 4
- Strategic Plan ............................................................................. 6
- Team Members .......................................................................... 8
- Appendices ............................................................................... 9
- Organizational Chart ................................................................. 10
Executive Summary

Office Definition

Facilities Services IT Support and Maintenance provides departmental users with hardware support and software support to enable staff to accomplish their work and operate seamlessly with campus and departmental computing systems.

Vision

Our vision is to provide Facilities Services Staff with personalized support for the various computing and information technology systems they use each day.

Operating Highlights

Some Highlights from this year include relocation of offices and computer lab from Berry Hall to Neyland Drive Biology Annex, setup of department SCADA server, setup of department Key Management System, assistance with Lutron Lighting upgrade at Neyland Stadium, Lutron Lighting at Ken and Blair Mossman Building, purchase/installation of 101 new computer systems for Facilities Services Staff, Radio Communications support and Audio/Visual installations in Facilities Services Complex conference rooms.

Moving Forward

Looking ahead we are planning for Zone Maintenance's expansion into new construction on campus. Computer purchases through UTK Computer Upgrade Program are in the works. We look forward to working with OIT to get Network access installed at North Concord Campus. We are currently testing 3D printed parts in collaboration with Pendergrass Library and will begin purchase and operation of Drones within our Department. Integration with campus digital signage system and 2 Factor Authentication will happen soon also.

Jim McCarter, Senior Computer Support Specialist
Facilities Services IT Support and Maintenance
11/15/18
Office Definition

Day to day operations of the IT Support and Maintenance office include:

- Computer, printer and software support for 164 users located at the Facilities Services Complex and across Knoxville campus offices
- Support 32 training lab computers in 3 locations across campus
- 37 Touchdown workstation locations at Facilities Services Complex
- Printer troubleshooting for 16 networked printer/copier/scanners
- Support for 8 conference rooms at Facilities Services Complex
- Support for Zone Maintenance, Utilities, Training and Building Services offices scattered all across campus from Middlebrook Pike to UT Conference Center
- Maintenance of the Facilities Services Website
- We also help other departments as needed within the Division of Finance and Administration
- Occasionally, Academic departments will contact us for help as needed.

We currently inventory over 1,200 devices on the campus network. These include computers, printers, mobile devices, Building Automation Systems (HVAC) and Life Safety devices (fire alarm, building access).
**Vision**

The Communications and Information Services unit is leveraged to provide Facilities Services Department with computing technical support using 55 plus years of experience. We plan to continue this support with training in current and new technologies, hardware upgrades as funds become available and pursuit of industry best practices.

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**Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.**

- Joel A. Barker
Operating Highlights

Facilities Services IT Support and Maintenance

- Purchase and Installation of 101 new computers for Facilities Services Department.
- Assist with upgrade of Neyland Stadium lighting system and new construction lighting
- Assist with computer upgrade of Thomson Boling Arena lighting systems
- Assist with setup of Facilities Services Job Fair and continuing HR presence at FSC
- Adobe Creative Suite license renewals-installation for 147 Facilities Services computers
- Relocation of Berry Hall offices and training lab to Neyland Drive Biology Annex
- Continued Training using UT Systems along with on and off campus seminars
- Online managed devices increased to over 1,200
- Website Upgrade to OIT server using Wordpress.
- Assist with Morse-Watchmans key management system installation
- Assist with SCADA and Building Automation server setup and installation
- 2-Way radio count has increased to 261
- Mobile Device count is now 111 including new test devices in use.
- Collaborating with Facilities Planning to implement Capital Projects and Condition Assessment modules
- Working with Recycling to implement Waste Management Module
- Assessing integration of Sustainability Assessment module with Make Orange Green
- Collaborating with Design to implement BIM, Commissioning, and 3-D modeling viewer modules
- Integrating Utility Billing into Energy Management module
- Assisting EHS with transition to BioRAFT
- Entered most of historical asbestos samples into Clean Building module
- Added improved KPI data to Archibus profiles for benchmarking and historical analysis
- Created new contract with Sightlines for peer institution benchmarking
- Planning full legacy system elimination by the end of the calendar year (2018)
- Working with OIT to create new v23 environment and plan for rollover to new version by end of 2018
- Assist with security cameras across campus as needed by UTPD and Facilities Services
- Worked with OIT to hand over Archibus maintenance and support funding to a central fund account
Operating Highlights

- 3D printed parts have been created with help from the Min H. Kao Department of Electrical Engineering & Computer Science and Pendergrass Library 3D Lab.
- Assist with online training of Facilities Services Staff
- Work with UT Recycling to process electronic parts and scrap
- Consult with Indiana State University on our use of Teletime Payroll System
- Assist FS users in the constant battle against Phishing Emails with OIT provided awareness training and personal coaching
- Maintain Facilities Services Department electronic mailing list
- Assist with campus electric power outage notifications
- Maintain online classification of campus networked devices used and installed by Facilities Services
- Maintain Autodesk License Server used by Design Services
- Maintain user and computer access using campus Active Directory System
STRATEGIC PLAN

1.1 Challenges/Needs Assessment
- Day to day unscheduled issues for users take up the bulk of our time.
- Cost Savings through 3D printing needs to be documented as testing proceeds.
- Aging department printers will become a challenge as most are past their 5-year warranty period.
- Completion of our conference room video systems needs to be addressed with Campus OIT.

1.2 Strategy
- Drone initiative will begin purchasing, testing and practice.
- Populate touchdown workstations without computers with machines from upgrades.
- Store older model computers for expansion at Facilities Services Complex, North Concord and New Construction on campus.
- 3D samples have been received with help from the Min H. Kao Department of Electrical Engineering & Computer Science and Pendergrass Library 3D Lab. A/C Shop plans on stress testing them soon.
- Setup operation procedures for new Digital Signage system.
- Explore the possibility of hiring another full or part time support person or expanding hours the 2 current staff can work.
- Explore possibility of dividing calls into zones much like our Current Zone Maintenance Unit.
- Compare cost of current department LaserJet printers to contract copier-scanner-printers.
1.3 Performance Tracking/Evaluation

We maintain a Job Log of customer support and maintenance activities to track the bulk of our work. Project update meetings are held with Director monthly also.

1.4 Resources

Our focus is the day to day unscheduled needs of our users so we are leveraging the availability of Student Workers for assistance to FS Staff and this mentoring program has provided substantial benefits. We could use another student to bring onboard, train and be here when the current student reaches the end of their tenure with us. Time is a resource we are short on. Another full or part time staff member could help with unscheduled issues or maintenance or look at the possibility of expanding the work hours of current staff. This would provide more time to focus on current projects. We maintain stores of used computers and parts for quick use when needed for expansion of our department. Our location in the Facilities Services Complex keeps us conveniently close to the majority of our desktop users and their equipment. An office staffed one day a week on campus could decrease response time and help with regular maintenance there.
Team Members

Jim McCarter
Senior IT Technologist II
Supports all Network, Computer, Hardware, Software and User Needs

Tim Baker
IT Technologist II
Supports Web Technologies, Radio, Mobile Devices and End-Users

Garrett Jones
Student Assistant
Computer and Software installations. Software Troubleshooting
Appendices

IT Support Request for the year

<table>
<thead>
<tr>
<th>Service</th>
<th>Requests</th>
<th>Service</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Outlook</td>
<td>153</td>
<td>Hardware - Tablet</td>
<td>13</td>
</tr>
<tr>
<td>Hardware - Desktop</td>
<td>152</td>
<td>Legacy Database</td>
<td>13</td>
</tr>
<tr>
<td>Hardware - Printing</td>
<td>100</td>
<td>Hardware - Radio</td>
<td>13</td>
</tr>
<tr>
<td>Windows OS</td>
<td>90</td>
<td>Network - Activate Port</td>
<td>12</td>
</tr>
<tr>
<td>Audio/Visual</td>
<td>77</td>
<td>Purchasing</td>
<td>11</td>
</tr>
<tr>
<td>Archibus</td>
<td>54</td>
<td>Microsoft Office</td>
<td>11</td>
</tr>
<tr>
<td>Misc. Software</td>
<td>53</td>
<td>Tablet Apps</td>
<td>10</td>
</tr>
<tr>
<td>Software Installation</td>
<td>50</td>
<td>Network - Device Classification</td>
<td>10</td>
</tr>
<tr>
<td>Miscellaneous Issues</td>
<td>49</td>
<td>File Backups</td>
<td>10</td>
</tr>
<tr>
<td>Paperwork</td>
<td>47</td>
<td>Hardware - Time Clocks</td>
<td>9</td>
</tr>
<tr>
<td>No Network Connection</td>
<td>42</td>
<td>Conference Room Setups</td>
<td>9</td>
</tr>
<tr>
<td>Security Camera Video</td>
<td>42</td>
<td>LISTSERV Maintenance</td>
<td>8</td>
</tr>
<tr>
<td>Hardware - Laptop</td>
<td>42</td>
<td>Communications</td>
<td>8</td>
</tr>
<tr>
<td>Printing from Windows</td>
<td>37</td>
<td>Adobe Acrobat Reader</td>
<td>8</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>32</td>
<td>Equipment Inventory</td>
<td>6</td>
</tr>
<tr>
<td>Hardware - Monitor</td>
<td>27</td>
<td>Lutron Lighting</td>
<td>9</td>
</tr>
<tr>
<td>Antivirus/Malware</td>
<td>24</td>
<td>Hardware - Cell Phone</td>
<td>4</td>
</tr>
<tr>
<td>Training</td>
<td>24</td>
<td>Network - Wireless</td>
<td>4</td>
</tr>
<tr>
<td>Conference Room Setup</td>
<td>22</td>
<td>Network Folder/AD Maintenance</td>
<td>4</td>
</tr>
<tr>
<td>Hardware - Keyboard/Mouse</td>
<td>21</td>
<td>Phishing Attempts</td>
<td>3</td>
</tr>
<tr>
<td>Device Registration</td>
<td>21</td>
<td>Android/iPhone email</td>
<td>3</td>
</tr>
<tr>
<td>Adobe Suite</td>
<td>19</td>
<td>Email Management</td>
<td>3</td>
</tr>
<tr>
<td>Move Device</td>
<td>18</td>
<td>Surplus Property</td>
<td>2</td>
</tr>
<tr>
<td>Hardware - Phone</td>
<td>17</td>
<td>SharePoint</td>
<td>2</td>
</tr>
<tr>
<td>Miscellaneous Hardware</td>
<td>16</td>
<td>Power Outage</td>
<td>2</td>
</tr>
<tr>
<td>Hardware - Scanner</td>
<td>14</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Preferred Customer Contact Method

- Walk Up: 38.8%
- Email: 28.2%
- Walk In: 21.4%
- Phone: 10.5%
- Text: 1.1%