

ITS Update

December 2020



Need a Help Desk or TritonCard appointment?

You can now schedule an appointment with the Technology Support Center and TritonCard at any time! Follow these steps:

1. Login to help.umsl.edu and enter your username and password.
2. Select "Schedule an appointment" located at the top bar.
3. Then, a calendar view will appear. Double click on an 'available' time slot.
4. Select "claim" at the top of the form.
5. Complete the form and select "submit".
6. You will get a confirmation email with your appointment date & time.


As always, you can call or text the Technology Support Center at (314)-516-6034.

Opt- In for ITS status notifications!

Updates can be found online: status.umsl.edu

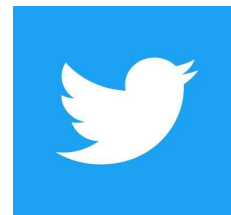


Active Events 

-  Visit status.umsl.edu for updated technology status & outage information.

OR

Follow Us On Twitter!



[@UMSLSysStatus](https://twitter.com/UMSLSysStatus)
directly at
twitter.com/UMSLSysStatus

Mobile Printing

Don't forget! You can print a file from your mobile device to a Secure Release printer. The file must be sent from your UMSL email account. The process is to *send* a file to or *share* a file with tritonprint@umsl.edu. This will not actually print the file, but will put the print job into the secure print queue. You can then go to any secure enabled multi-function printer and release your print job by using your TritonCard.



Information Technology Services is here for you and your technology needs to assist you with a successful semester. Please see below for our updated lab hours for Fall 2020 until **Dec 19th**.

TJ Library Research Commons will be open from 8AM to 4PM from 12/21/2020 to 12/24/2020.

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
TJ Research Commons	7:30 AM - 10 PM	7:30 AM - 10 PM	7:30 AM - 10 PM	7:30 AM - 10 PM	7:30 AM - 4:30 PM	8 AM - 3:30 PM	12 PM - 7:30 PM
SSB 103	Closed	Closed	Closed	Closed	Closed	Closed	Closed
SSB 452	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Benton 232	8:30 AM - 5 PM	8:30 AM - 5 PM	8:30 AM - 5 PM	8:30 AM - 5 PM	Closed	Closed	Closed
E. Desmond Lee T.L.C.	9AM-3PM	9AM-3PM	9AM-3PM	9AM-3PM	Closed	Closed	Closed

Visit us on the web at: www.umsl.edu/technology

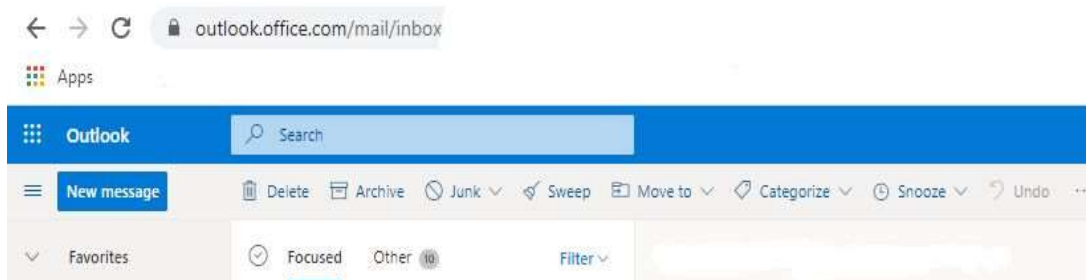
Have a healthy and safe winter break!

Faculty & Staff News

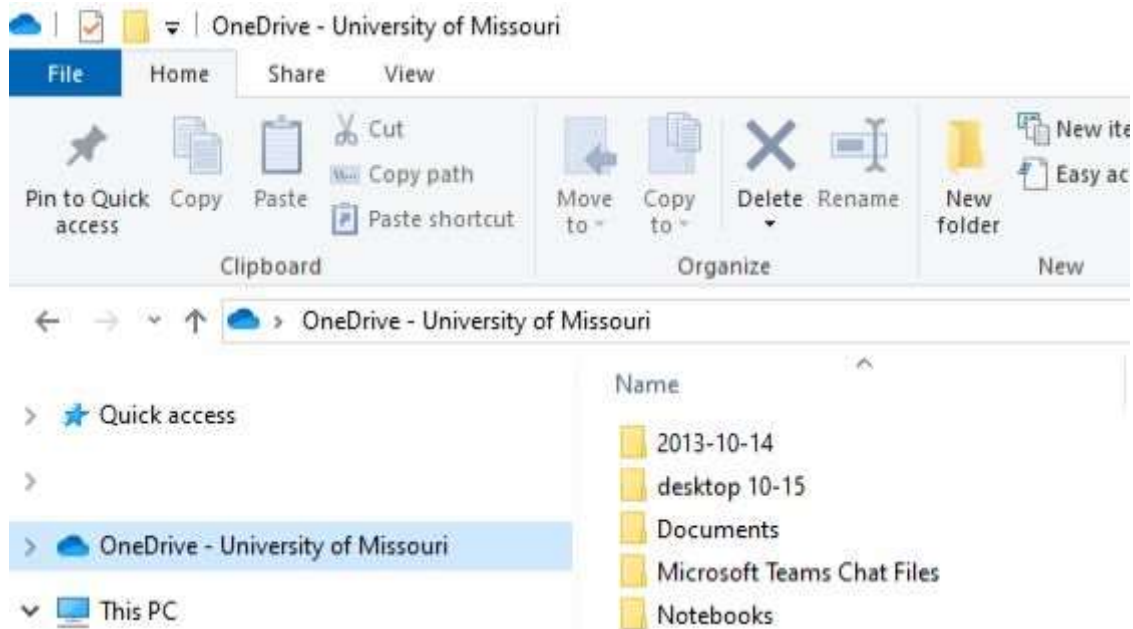
ITS Planned Pipeline Projects

The ITS team has 2 major projects in progress that will be arriving down the campus pipeline soon. Members of the ITS team are 1) in the testing phases of moving email boxes to Microsoft 365 cloud; and 2) data storage migration of K: drives to OneDrive. Be on the lookout for more information and instructions coming soon.

With the email move to the cloud-based application, a sleeker interface will appear like below's example:



Another project ITS is currently working on is the migration to OneDrive. OneDrive will enable documents to be accessible from anywhere on any device without having to be on the campus network. The interface design will resemble the K: drive familiar K: drive interface.



IPRMs: Bridging the Gap between IT and the Campus Community

As part of a promise to the UMSL community to move ITS closer to the people it serves, the role of IT Portfolio and Relationship Manager (IPRM) was created in 2018. The IPRM team works closely with the campus community, serves as a conduit for ideas and techniques that allow for the use of technology to support the mission of the University, and seeks to delight customers and help them understand how technology can make their lives easier. The team is the “face of IT” to the UMSL community and works closely with ITS and campus constituents to ensure that everything that we do starts with the customer and ends with strengthening the support of the UMSL strategic mission.

Meet the IPRMs

Doug Williams, educated in Computer Science and Business Mathematics, while at Webster University, was employed by UMSL in the summer of 2003, in the role of Supervisor of Campus Computing Labs. In this role, Doug worked side by side with the classroom supervisors as they oversaw the day to day operations of the student employees, the Technology and A/V equipment inside the rooms, the software requested and required by faculty, and the Tier 1 and Tier 2 levels of support as well as mentoring many, many student workers. In 2012, Doug assumed the role of Manager of both labs and classrooms, responsible for approximately 13 computer labs and 155 classrooms. “During this time, I was fortunate to expand my knowledge of both technology and of the campus itself, in meeting new challenges facing the faculty, the Colleges, and the budget restraints of these times.” In 2019, he accepted his current role as IPRM and continued to learn and grow every week. “I am grateful to be able to expand my knowledge in meeting with the Deans, the faculty, and the stakeholders of my areas of responsibilities. I am lucky today that I am surrounded by a great team in ITS with many, many “smart” people, mentors, friends, and teammates.”

Jennifer Simms, PhD has been at UMSL for 21 years, and prior to her serving in her role as IPRM, she managed the Faculty Resource Center. “I consider myself a lifelong learner, so it is a distinct pleasure to serve in this role. I have an opportunity to build and cultivate relationships, learn how Colleges, departments, and various units on campus function from the diverse perspectives of its members, and help to create a culture of innovation, creativity, and added value reflective of the technology tools needed to effectively support the business processes of our customers, and the mission of the University. In doing this work, it's gratifying to be able to partner with amazing colleagues and campus stakeholders.”

If you have questions for Doug or Jennifer, want to know more about their role, or who your IPRM is, feel free to send them an email at IPRM@umsl.edu.

Are you eligible for bITS replacement?

(Available every 5 years)

Reasons to select a bITS laptop versus a desktop:

- “On the go” flexibility for usage between on campus and remote work.
- Same performance and operating systems as a traditional desktop.
- Docking station capabilities to connect keyboard and mouse as well as 1 or 2 monitors with your laptop like a traditional desktop workstation.
- Lightweight and portable from location to location.
- Same connection capabilities to campus network enabled applications.
- Laptops have a battery, so power fluctuations and outages will not cost any unsaved work to be lost.
- Additional add-on options available.
- Same support services and assistance.



**Have a safe and
healthy winter break!**