

Monday Matters: Changes to IT Support

Dodge, Gail <gdodge@odu.edu>

Mon 8/14/2023 9:40 AM

To:Dodge, Gail <gdodge@odu.edu>

Cc:Kimbro, Charlotte A. <ckimbro@odu.edu>;Mccoy, Eric <ecmccoy@odu.edu>;Henry, Edward G. <eghenry@odu.edu>;Whitfield, Tiffany L. <tlwhitfi@odu.edu>

Dear Colleagues:

We are pleased to announce that the ITS Desktop Support Group (DSG) has added an additional Technical Support Professional (TSP) to support the College of Sciences.

Meet the Staff ([Directory: Information Technology Services](#))

Eric McCoy (TSP 15-months)

ecmccoy@odu.edu

OCNPS 121

Ed Henry (New TSP)

eghenry@odu.edu

OCNPS 123

Charlotte Kimbro (Supervisor of IT staff for the College of Sciences, College of Health Sciences, and Strome College of Business.)

ckimbro@odu.edu

683-3008

OCNPS 441 (note new location)

Student Workers

Gio Thompson

Kai Buckhalter

Areas of support include:

- Daily ticket work.
- Imaging and deploying devices.
- Maintaining computer labs, classrooms, and conference rooms.
- Assisting in research labs.
- Quotes, purchasing, ETF requests.
- Site license software.
- Asset management.
- Campus wide projects such as OS upgrades, network changes, major moves.

How to Ask for Help

ODU uses a ticketing system known as **ServiceNow** for all IT related requests and issues.

Always start by opening a ticket using one of the following methods.

- Email itshelp@odu.edu.
- Contact the [Help Desk](#) by calling 1-757-683-3192 option 2 or visit in person at Monarch Hall 1100.
- Use the *ServiceNow* portal by going to [ITS Help Online](#)

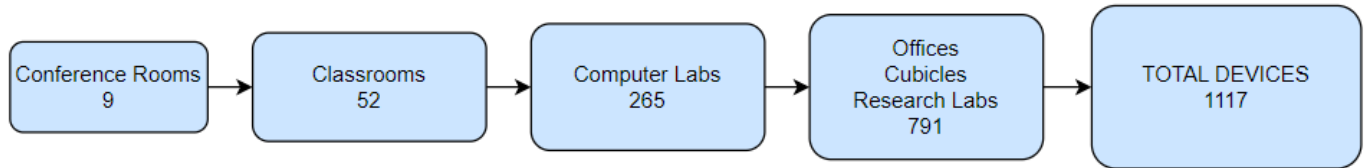
When opening a ticket always include the following information.

- Building/Room where device is located.
- Detailed description of issue.
- Days and times you are available in case you are needed to resolve the issue.

The College of Sciences IT Shop welcomes faculty and staff who have scheduled appointments.

By the Numbers

There are a total of 1117 devices* in the College of Sciences.



*Excluding Computer Science

Upcoming Physical Inventory Project

Starting October 1st, the IT staff will conduct a walk-through of the College of Sciences to verify the college's device assets. These data are essential for fixed asset management, purchasing decisions, and life-cycle replacement.

Final Days of the New Windows Management System Project

DSG is wrapping up a two-year long project for moving all Windows devices to ODU's new management system called Microsoft Intune.

There are **110** devices in the College of Sciences remaining.

Eric and Ed will be sending emails to those with devices that still need to be replaced or converted.

And finally, did you know...

- As a faculty or staff member you get five free installs of Office 365 for your personally owned devices. Just download it from the ODU website at [Office 365](#).
- ODU offers a variety of software titles through our site license software program. A few are fee based but most are zero cost to the end user. [University Site License Software List](#)
- Data loss brings productivity to a halt. Use [OneDrive or Network Storage](#) to avoid downtime!
- Explore [Instructional Tools](#) and [Technology Classrooms](#) to enhance the learning experience.

Thank you from the IT support staff for the College of Sciences, and we look forward to working with you!

Best Regards,

Gail

Upcoming Events and Deadlines:

- Welcome Back Faculty and Staff: Wed Aug. 23, 11 am MGB 102 – President Hemphill will make remarks at 11 am in MGB 102 followed by lunch.
- College Connections: Saturday Aug. 26th 1 - 3pm – A welcome event for our new students where they will meet with departmental faculty representatives and student groups and learn about the resources we provide in the College of Sciences.
- Science Fridays: 4 – 6 pm
 - September 22, October 20, November 17