

IST Service Desks

Winter 2017

DC/V1

Supervisor (Me)

4 Co-Op Students

- 2 at Davis Center Library
- 2 at Village 1 Service Desk

14 SCCs (Student Computing Consultants)

- All of them work at either Service Desk

EC2

Manager(Peggy Day)

Kerry

Rusmir

Kathleen

Barb

Brandon

Doris



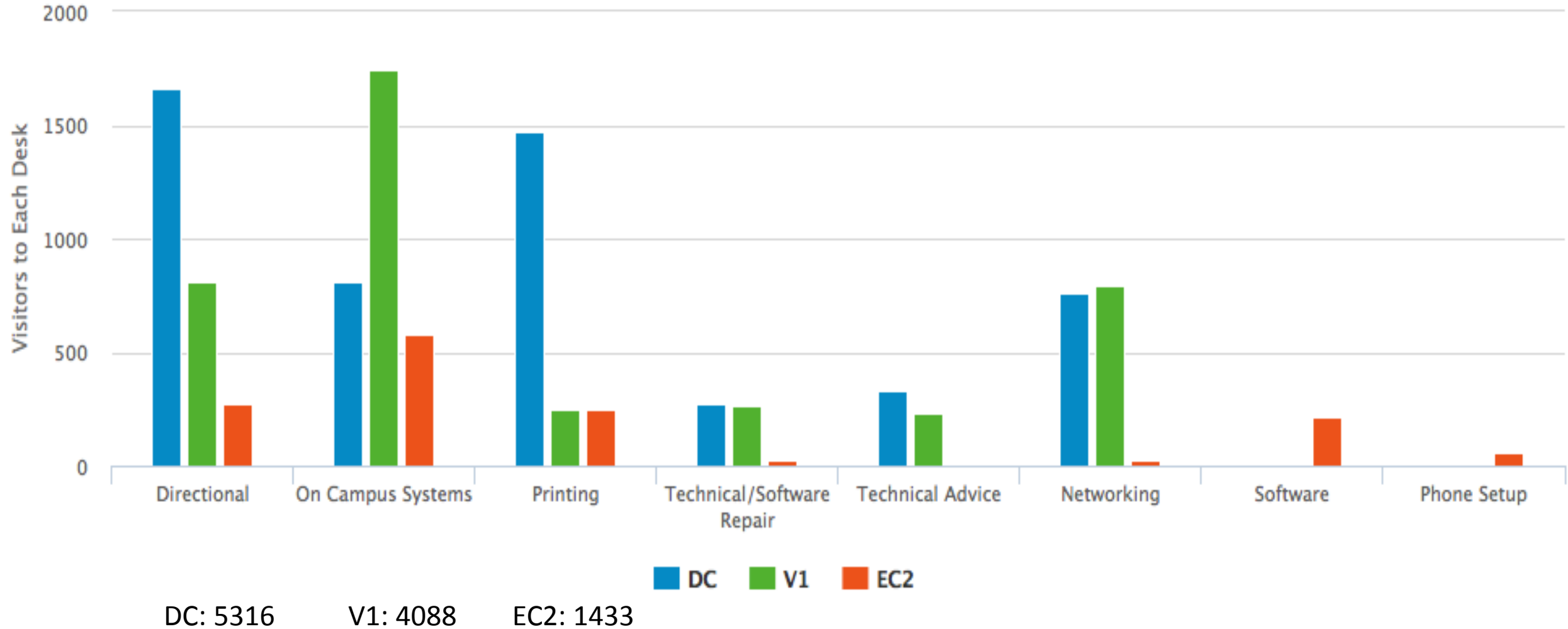
- Located in the Davis Center Library
- Focused on all students



- Located in the Village 1 Residence
- Primarily focused on students living in residence

How busy are we? This is Fall 2016

All Desks - Type



Past Metrics - Full year of 2014 vs 2015 vs 2016

2014	2015	2016	2017(so far)
V1: 4184	V1: 6864	V1: 7851	V1: 785
DC: 9006	DC: 12638	DC: 12732	DC: 873
EC2: ---	EC2: 3669	EC2: 4870	EC2: 235

On our busiest weekend (Fall Move-in 2016), we helped **1400** people in 3 days, that's one person every 90 seconds!

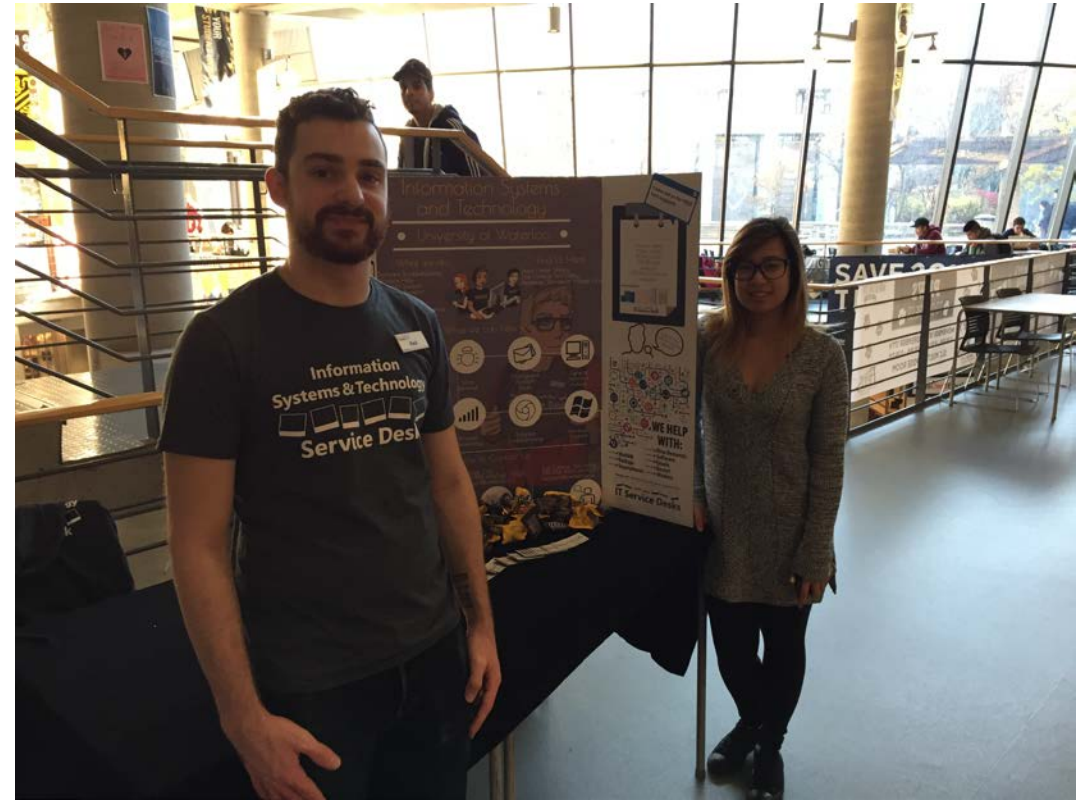
What do we do?

- Mac Troubleshooting
- Linux Troubleshooting
- PC Troubleshooting
- Watiam Account Resets
- Learn Troubleshooting
- uPrint Support/Help
- Equipment sign out
- Operating System Re-install
- Hardware Diagnostics
- Data Backups
- Data Recovery
- Charging
- Equipment Sign-Out
- Wireless Troubleshooting
- Product Recommendations
- Email Help(Office 365 / Connect / Mailservices)
- Game Console Troubleshooting
- SharePoint
- Documentation
- Presentations
- Pretty much any other technical problem you can imagine...



UW Procurement Trade Show

Marketing Advisory Board



Housing Projects

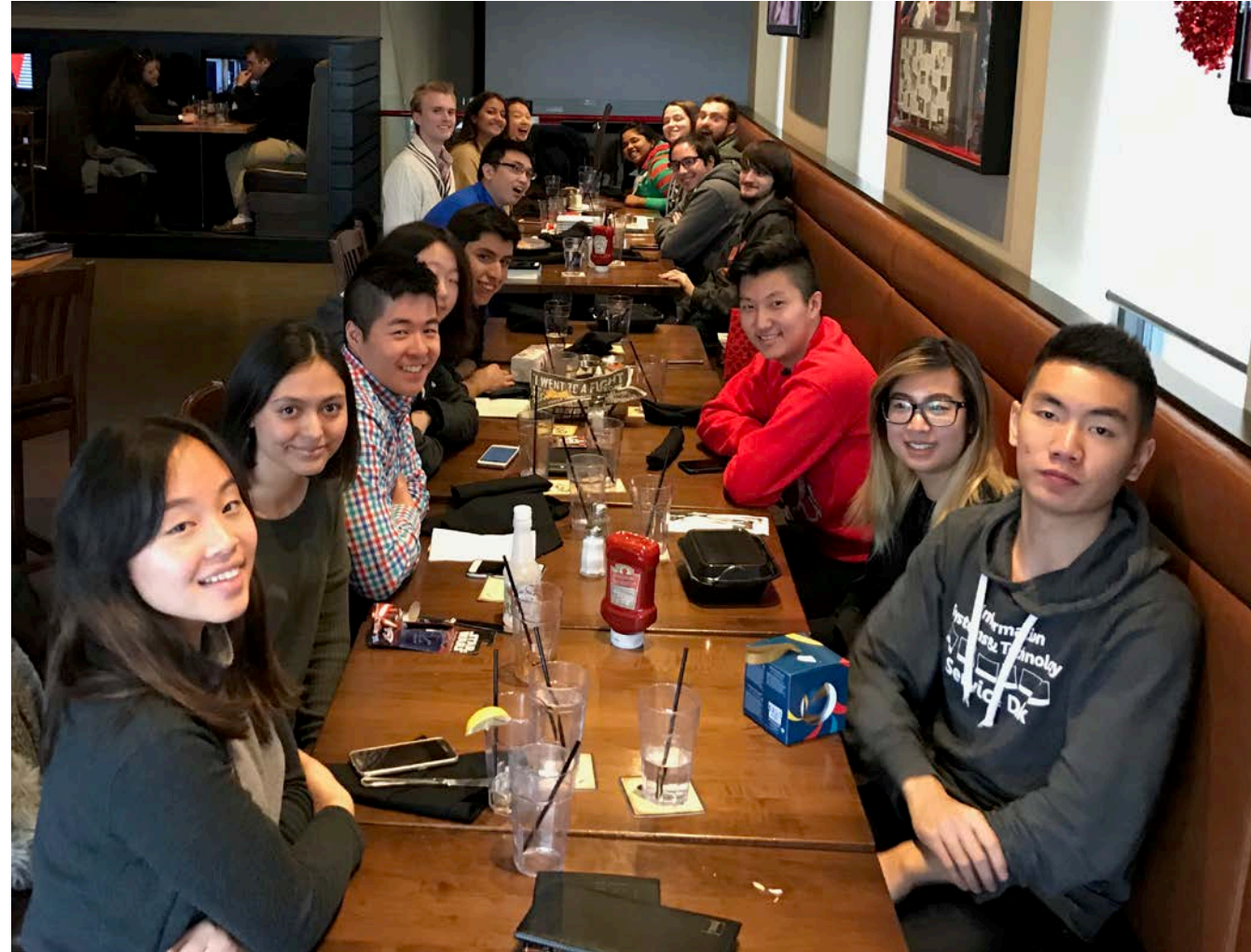
Student Life 101

Office 365 Pop-Up Booth

Pop-Up Booths

How we do it: the SCC Program

- Part time role for students on campus
 - They work about 8-12 hours per week
- Extensive training for all SCC's
- High retention rate:
 - Our student staff return to work with us year after year
 - Many full time staff on campus have been SCCs in the past



- Training

- Learning about campus, systems we use
- New changes (things are always changing)
- New challenges facing users

- Team Building

- We have a great team, they love working here!
- Strong culture



Monday, January 2nd (SCCs only / Service Desk Co-Ops only)

Time	Session	Speaker
8:30am to 9:00am	Contract / Paperwork / Roles & Responsibilities	Matt
9:00am to 9:30am	Backup Systems	Matt
9:30am to 9:45am	Linux Command Line: Code Academy	Matt
9:45am to 10:15am	Break	Matt
10:15am to 10:40am	uPrint	Matt
10:40am to 11:00am	Microsoft Imagine	Matt
11:00am to 12:00pm	Email	Matt
12:00pm to 1:00pm	Lunch	Matt
1:00pm to 1:45pm	OS Installs / What Happens if it fails	Matt
1:45pm to 2:30pm	Disk Formatting / Troubleshooting	Matt
2:30pm to 3:00pm	Hardware vs. Software Issues	Matt
3:00pm to 4:00pm	Team Building!	Matt
4:00pm to 4:30pm	RT/Metrics/Waivers	Sanchi

Tuesday, January 3rd (Service Desk Co-Ops/Other Co-Ops)

Time	Session	Speaker
8:30am - 9:00am	Welcome From IST	Matt
9:00am to 9:30am	RT	Jennifer Kier
9:30am to 10:00am	Troubleshooting Resources	Matt
10:00am to 10:15am	Break	
10:15am to 11:00am	Windows	Matt
11:00am to 12:00pm	MacOS	Matt
12:00pm to 1:00pm	Lunch(Provided)	
1:00pm to 4:00pm	OHD	
4:30pm to 4:45pm	Quiz	Matt

Wednesday, January 4th (Service Desk Co-Ops/Other Co-Ops)

Time	Session	Speaker
8:30am to 9:00am	VPN/Remote Desktop/Bomgar	Matt / Bryan
9:00am to 9:30am	Watiam	Matt
9:30am to 10:00am	Troubleshooting Resources	Matt
10:00am to 11:00	Troubleshooting	Matt
11:00am to 12:00pm	Malware Removal	Matt / Bryan
12:00pm to 1:00pm	Lunch(Not Provided)	
1:00pm to 1:40pm	Library Systems Training	Sarah Martin
2:00pm to 2:30pm	On-Campus Systems	Matt
3:00pm to 4:00pm	Writing Emails /Answering Phones	Matt
4:00pm to 4:30pm	Working on campus	Matt
4:30pm to 4:45pm	Quiz	Matt

Our training is open to everybody

Challenges and lessons

- Upset students
- Constantly changing computing environment
- Wide variety of software / tools used on campus
- Getting feedback / direction

How do we compare?

IST Service Desk's	Staples	Canada Computers	Best Buy	Waterloo Networks
12:00	48:00	72:00	24:00	24:00
\$0	\$149	\$70	\$79.99	\$75

V1 Service Desk	Time(hh:mm)
Computer Repair	22:31
OS Re-Install	12:35
Software Troubleshooting	9:32
Virus Removal	10:36

Questions?

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