

IT SERVICE DESK & COMPUTER SUPPORT



Information Services' staff members purchase, lease and maintain all College computers, including laptops, desktops, tablets and other mobile devices. Almost all College computers are on a three-year replacement cycle, which holds down costs and helps ensure low maintenance requirements. In addition, the Technical Support staff orders and installs academic software on College computers. Virus and malware protection is provided for all devices.

Information Services maintains an IT Service Desk for faculty, staff and students. WebHelpDesk, the IT Service Desk software, is linked from CamelWeb and provides the initial point of contact to request service, ask questions or report technology problems. WebHelpDesk also helps with documentation, incident management and change management. Technical Support, Enterprise Systems, Instructional Technology, College Relations and Printing Services all use WebHelpDesk to resolve technology problems quickly and effectively. Staff members use WebHelpDesk to deploy desktop technicians to faculty and staff offices for resolution of problems.

The IT Service Desk is physically located in Shain Library. Full-time staff members and student workers provide email, chat, telephone and walk-in service for computer and device problems. The operations of the IT Service Desk are based on IT Service Management (ITSM) protocols.

THREE THINGS YOU SHOULD KNOW ABOUT THE IT SERVICE DESK AND COMPUTER SUPPORT SERVICES:

- Information Services leases and maintains more than 1,450 computers, laptops and tablets.
- The College owns 985 Windows computers and 488 Apple computers. The use of Apple products, compared to Windows, has grown dramatically in the last seven years.
- In 2012-13, IT Desktop Technicians resolved 4,820 faculty and staff tickets, and the IT Service Desk student staff resolved 1,185 student computing problems.

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