
PC Support Plan

Version 5.0

Commitment to machines on the desktop

- All full-time faculty and staff will have a PC or Mac
- Every adjunct will have access to a PC or Mac in a common area
- All machines will be networked
- Each user will have a single computer account for network access to information technology services

Hardware life cycle

- The college will adopt a three-year average life cycle for lab machines
- The college will deploy retired lab machines into office areas
- Some machines in technology intensive areas will need to be replaced as often as every two to three years
- Approximately 15-20% of the college's total inventory will be replaced each year
- Older machines generally will be retired before newer machines
- In some cases, newer but troublesome machines will be retired early

Hardware reliability

- Purchase brand name PCs from statewide contracts
- Include three-year onsite warranty for all new PC purchases

Client Software

- Two or three standard configurations in offices
- Consistent, standardized configurations for all labs with additional software added as requested by faculty
- Laptops and portable device files used by faculty and staff will be encrypted

- Current standard software load includes:
 - Current version of Windows or MacOS
 - Microsoft Office (Word, Excel, PowerPoint, Access)
 - Powerterm terminal emulation using TCP/IP for transport
 - FireFox (for D2L) and Internet Explorer, Safari (Mac clients)
 - WS_FTP (Windows clients)
 - Fetch (Mac clients)
 - ForeFront Virus protection
 - Virex (Mac clients)
 - Flash plug-in
 - Real Player, Power DVD
 - Java
 - SSH client
 - IpSwitch
 - Adobe Acrobat Reader
 - Load above software on local hard disk
 - Load other software on the local hard disk when indicated
 - Otherwise, load as much software as possible on servers
 - Updates to desktop will be accomplished with “push technology” software where feasible

Servers

- Sun Solaris, Red Hat Linux, OpenVMS (Alpha) and Windows Server
- Require network logon (i.e., logon to the PC or Mac - a non-network mode may be necessary for training)
- Serve MACs from Windows/NT and Mac servers
- Locate servers in computer room
- Attach servers to network via switched Ethernet
- Attach servers to network at 1 gb
- Management software for Labs and Offices – Symantec Ghost
- Provide file sharing on Windows Server
- Establish faculty accounts on servers for loading student test data files, for turn-in directories, etc.
- Teach workshops that explain how files may be shared among desktops

Backup of PCs

- Use Veritas Backup Exec Software to regularly backup Windows servers

Microsoft Windows 7 Upgrades

- All labs upgraded to Windows 7 during Fall 2010
- All new office machines will come with Windows 7 preinstalled
- Upgrade all old office machines as outlined by the PC Replacement Plan

Satellite Campuses at Blount County, Magnolia, and Division Street

- Provide equivalent data and network services where feasible

Mac

- Continue to support Mac, for CGT and other graphics applications, etc.
- Serve Mac clients from Windows/NT servers where possible
- When possible, load common software across Mac and Windows platforms

PC Technical Support

- Maintain existing group (currently eleven technicians and one manager)
- Supplement the group with contract support
- Assign technicians to functional areas and labs on Pellissippi Campus
- Technicians will be in and around their assigned labs during the first week of classes
- Assign a technician to each satellite campus
- Assign each office to a particular technician
- Each user will generally know which technician is assigned to their machine
- All technicians will use standard machine setups

Problem Reporting and Tracking

- Problems will continue to be reported to the HelpDesk, either e-mail, texting, Facebook, chat or phone service accepted
- HelpDesk will dispatch problems directly to technicians via the HelpStar software
- Emergency problems will be dispatched via radio to the technician responsible for that machine
- Work stoppages will receive highest priority; all other problems will be handled first-in, first-out basis
- If priority conflicts arise between offices and labs, labs will be given higher priority

Networking of PCs and Macs

- All new wiring will be Cat 6, switched Ethernet
- Current cabling is Cat5/5e switched Ethernet
- 1000MB, switched Ethernet as funding is available
- 1GB fiber between buildings, 1GB to servers, 10/100MB to clients
- TCP/IP for transport segmented by VLANs
- Wireless 802.11a/b/g access at all campus locations
- DHCP server for assigning IP addresses and to address NetTN implementation

Training for Technicians

- Increase the frequency and level of training
- Use BCS programs where possible to reduce overall costs, especially travel costs

Faculty Support

- Multimedia applications and Web applications will be supported by Educational Technology Support
- At least one computer will be placed in all classrooms for instructional support
- Information Services will continue to offer short courses, online tutorials, and seminars
- More extensive faculty development activities will be supported through Academic Affairs
- Recommend BCS as an additional resource for faculty development

Note

- This Plan represents both current state and support plans to be implemented during the next year.

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Questions? Comments? Send email jbryan@pstcc.edu