# A Quick Look at the Information Technology Assistance Center

The first point of contact for campus IT needs

## 2011 Facts and Figures

<table>
<thead>
<tr>
<th>Budget (in millions)</th>
<th>$2.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTEs</td>
<td>30</td>
</tr>
<tr>
<td>Student staff</td>
<td>60</td>
</tr>
</tbody>
</table>

## Support

**IT Help Desk**
- Incidents logged: 45,886
- Average calls/day: 148
  - Highest - September: 798
- Average abandon rates (%)
  - Week day: 3
  - Weekend: 33
- Questions fielded (%)
  - eID/passwords: 39
  - K-State Online: 10
  - General information request: 8
  - Email: 8
- Remote desktop support
  - Linktivity: 492
  - Chat (beginning Aug. 2011): 90
- Consultants - hours of training: 150
- Emeritus faculty house calls: 121
- Average house call (hours): 1.5

## Services

**Computing Labs/InfoCommons**
- Pages printed: 1,718,846
- Computing use in labs - browsing: 63%
- Computers in labs: 370
- Computers replaced: 71
- Equipment recycled/repurposed
  - Computers: 80
  - Projectors, switchers, etc.: 51
  - Departments receiving equipment: 15

**Media Development Center**
- Individuals served/month: 580
- Equipment check-out instances: 3415
- Large format scanner
  - Faculty & staff use: 44
  - Hours faculty & staff use: 163

**Computer Repair and Desktop Support**
- Desktop support
  - Academic & administrative units supported: 27
  - Total departments assisted: 155
  - Support tickets worked - yearly: 3935
  - Personal computers repaired: 858

**Technology Classrooms**
- Number of tech classrooms: 69
- Buildings with tech classrooms: 27
- General use classrooms upgraded: 14
- Design & build consultations
  - Departments consulting: 29
  - Rooms upgraded: 55
2011 Facts and Figures
Major Projects Completed in 2011

Virtual Computing
A Proof of Concept (POC) was conducted jointly with Dell to evaluate the feasibility of virtual computing and to expand our knowledge of virtualization in computing labs and technology classroom environments. Citrix XenDesktop Suite along with Microsoft’s App-V technology appeared to be the best fit because of the ability to provision physical desktops, host fully virtualized desktops, and provide cloud-based applications. Dell donated approximately $65K in resources for this project.

Classroom Upgrades
iTAC staff upgraded 14 general use classrooms with basic technology as part of the 50 technology classrooms in two years project. In conjunction with the Division of Facilities, iTAC planned the technology upgrade for UM 105.

Teaching, Learning and Technology Showcase
The Teaching, Learning and Technology Showcase was held to showcase exemplary teaching talent on campus, inspire faculty to use technology in innovative ways, share best practices with university colleagues and interact with technology vendors.

Gaming Workshop
An instructional gaming workshop was unveiled and taught three times at K-State and once at Johnson County Community College.