1. Direct Feedback from Members of ETS
2. Updates on Overall Project Calendar
3. Update on Multi-user machines
4. Update on Single Issue Tracking Project
5. Research Computing Support
Celebrating our Accomplishments
Common Themes from Survey Results

- Future of jobs
- Additional project details
- Additional information about the hubs
- More communications
- Need for some tools to help facilitate work
- Training & documentation
- Need for additional big picture context
Updates on the Overall Project Calendar

- IT Service Hubs
- End of Phase 1
- Beginning of Phase 2
Service Hub Design To Date

- Services
- Overarching Hub Structure
IT Shared Services Hub Tier 1 and 2 Responsibilities

- **Hardware:**
  - Classroom technology support - teaching labs
  - Classroom technology support - classroom equipment
  - Conference rooms
  - Digital Display maintenance and support
  - Network connectivity level 1 troubleshooting

- **UVM-approved Software, including:**
  - AppsAnywhere
  - Adobe
  - Email and Calendar
  - Microsoft Office
  - OneDrive
  - Teams
  - WordPress
  - Local Applications
  - Survey Support
  - Application Virtualization (packaging and testing)

- **Consulting and Planning**
  - Backup and Storage Support
  - Mobile Device Support
  - Printer Management
  - Device Management
  - Life Cycle & Procurement Support

- **Specialized Services:**
  - Web content management
  - Multimedia Support for Events

**Services Delivered Elsewhere in ETS:**
- Accounts and Access troubleshooting
- Web Infrastructure Support
- Web application development
Emergency services will be delivered by the closest geographic hub

Physical locations:
Nolin House
Kalkin
Aiken
Waterman
Next Steps

- Hire Support Team Supervisors
- Finalize Support Team Structure
  - Clients, Team Members, Space
- Create workflows - specific services, projects
- Training
- Communications
Single issue tracking System Working Group

- Kara Williams
- Roxy Bombardier
- Justin Henry,
- Ryder Owens
- Andrew Hendrickson
- Seth O'Brien
- Susan Lang,
- Geoffrey Duke
- Claire Dickey
- Travis Bartlett

- Creation of a Workspace Sandbox

- Draft documentation that can serve as training manual for ETS staff
Research Computing Support

- VACC
- VMWare
- Individual Machine
QUESTIONS