

ITS Updates

09/06/2022



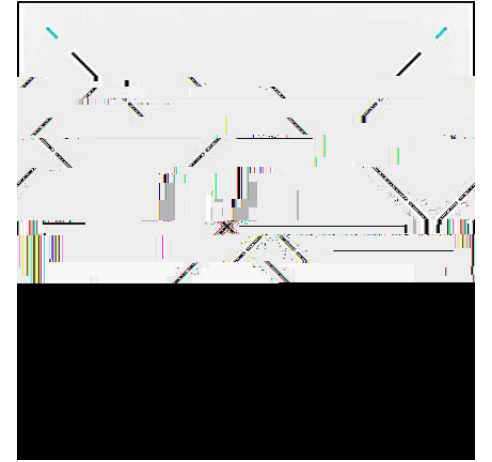
- Early Spring 2022: ITS and Educational Technology Committee send classroom technology survey to faculty
- March 2022:
 - Survey results show that top request from survey was to enhance hybrid capabilities in our classrooms
 - Present results and plan to various groups including A&M ITGC, ADAC, and Registrar's Office
- April 2022:
 - Colleges are asked to provide their top classrooms they would like to see upgraded to provide hybrid capabilities
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Tier 2 Classroom Template



- Tier 2 Includes:
 - Auto Tracking camera
 - Sound reinforcement (mic, speakers, amp)
 - PC Refresh with dual monitors
 - Podium as needed
 - Projector, screen
 - USB Switching
 - AV Switching
 - Wireless Display
 - Document Camera



Tentative Timeline

- **Supply chain issues are still a major issue for this project**
- For Tureaud Hall, we hope to have all items installed during the fall semester.
 - We are confident Tureaud Hall will be finished by the start of spring
- For the College classroom upgrades, we had hoped to have all work complete by the beginning of Spring 2023 semester.
 - We will have a better idea of timelines in about a week after we meet with the vendor that was awarded this project.
 - Given the lead time for some of this equipment, the project could take until the summer to complete.
- ITS is developing communications to be sent to Faculty once we have more concrete timelines.

MS Teams Telephony Project Update

Microsoft Teams Dialing

The screenshot displays the Microsoft Teams interface in the 'Calls' section. On the left is a vertical navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area is divided into three columns: a dial pad, a 'Recent' calls list, and a 'Details' pane for the selected call.

Dial Pad: A standard 12-key telephone keypad is shown. Below the keypad is a 'Call' button and the text 'Work number: +1 (509) 670-0594'. A 'Parked calls' button is located below the work number.

Recent Calls List: A list of recent calls with columns for contact name, duration, and time. The entries are:

- Maria Johnson (Mobile): 7m 52s, 5:20 PM
- Hillary Reyes (Mobile): 8m 24s, 4:13 PM
- Will, Kayo, Eric, +2 (Mobile): 24m 43s, 11:23 AM
- Keiko Tanaka (Mobile): 7m 52s, 9:20 AM
- Eric Ishida (Mobile): [redacted]
- +1 (509) 670-0594 (Mobile): 3m 53s, 6/11
- Design sync (Mobile): 7m 52s, 6/11
- Keiko Tanaka (Mobile): [redacted], 6/11
- Eric Ishida (Mobile): 1m 23s, 6/11
- Serena Davis (Mobile): 12m, 6/10
- Charlotte de Crum (Mobile): 30m 11s, 6/10
- Kadji Bell (Mobile): 7m 52s, 6/10
- Keiko Tanaka (Mobile): 9m 10s, 6/10

Call Details: The details pane for the selected call (Maria Johnson) shows her profile picture, name, title 'Manager', and organization 'Fabricam'. It includes a 'Send a quick message' button and a video player showing a call recording with a duration of 00:00 and a volume control icon.





Yealink MP56



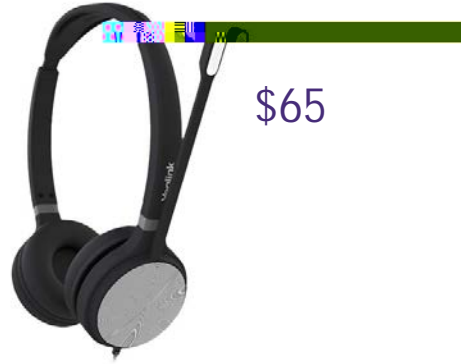
\$169.61

Yealink MP56

\$207.52

Available Devices (Headsets)

Yealink UH3



\$65



Important Statistics

**Statistics as of 8/25/22



Departments with Teams Telephony

- ITS
- Sea Grant
- Center for Academic Success
- Veterinary Medicine
- Law Center
- Math
- Tiger Card Office

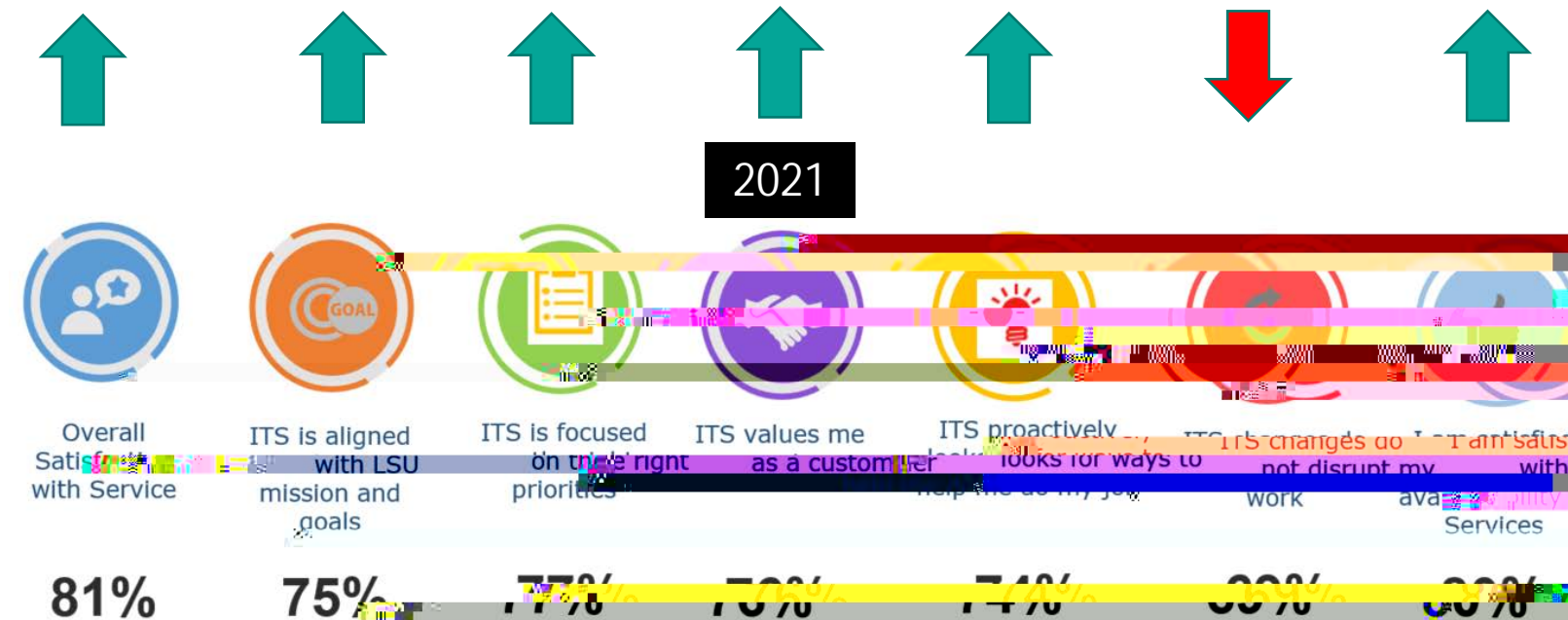
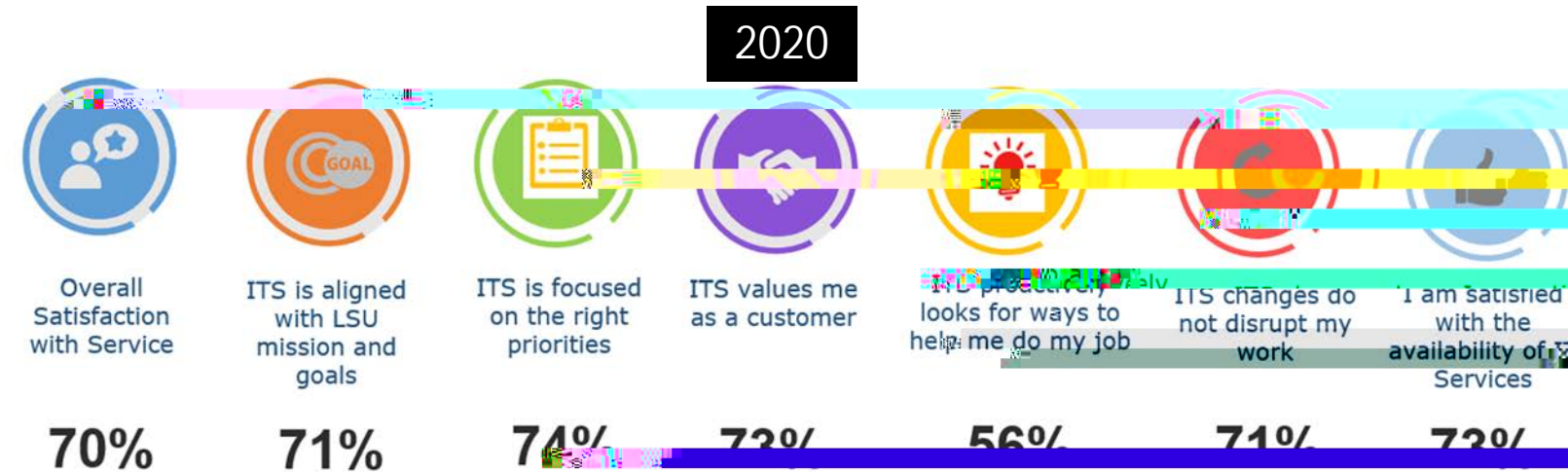


Upcoming Rollouts Fi 3 029 .Admts A (xi(



ITS 2022 Customer Satisfaction Survey Results

Comparing results from last survey



Customer Feedback - Negative

Short and Long-Term Initiatives

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-
-
-



ITS Computer Sales

NEW LOCATION: Student Union 160

EMAIL: computerstore@lsu.edu

Phone Number: 225-578-7771

**Current
Models
Specs
Prices**

| CATEGORY | MODEL & SPECIFICATIONS | PRICE |
|------------------------|------------------------|-------|
| DESKTOP | | |
| 13" LAPTOP | | |
| 15" LAPTOP | | |
| 27" MONITOR | | |
| 24" MONITOR | | |
| DOCK | | |
| KEYBOARD & MOUSE COMBO | | |

Orders are fulfilled in the order in which they are received and can be ready in most cases next business day.