You now have more options when shopping for office computers because OIT added a new preferred and fully supported computer vendor, Lenovo. Lenovo offers several powerful, professional-grade computers with the "Think" label, the ThinkPad (laptops), ThinkCentre (desktops) and ThinkStation (workstations). For example, the ThinkPad X120e won the CES 2011 best of show award and includes an AMD Dual-Core Processor E-350 and an 11.6" HD LED anti-glare display for $399. Lenovo also guarantees us the best prices on their products. Any Lenovo computer with the "Think" label is a great choice for the office because they are professional rather than consumer-grade. Professional computers guarantee the same product and components for eight to fifteen months along with a standard 3 year warranty, whereas consumer computer components vary in design and quality along with a 1 year or less warranty, which complicates maintenance and results in an inferior product. David Heiser, manager of desktop support services says, “You open two of the same consumer computers and the insides are completely different. You open two professional ones and they are exactly the same. So troubleshooting and repair turnaround is much quicker.”

OIT desktop repair staff are certified to repair Lenovo computers. As result of our certification, our calls move to the head of the line, often resulting in faster repairs. Employees should purchase professional grade computers only from UNLV’s preferred computer vendors—Dell, Lenovo or Apple.

Visit [oit.unlv.edu](http://oit.unlv.edu) for links to more computer purchasing information, including minimum specifications recommendations and links to the Lenovo website.

HGTW’s Not the Only One Designing on a Dime

Using savings from other areas as its funding source, OIT’s Classroom Technology Services remains committed to building out more Technology-Enhanced Classrooms (TECs) to replace the inferior mobile cart delivery method. With only 59 computer cart deliveries per week, down from 400 at its peak just a few years ago, they’ve nearly met their goal. OIT’s director of operations, Michele Kraus, took a tour of UNLV classroom technology and reports her findings on pages 2 and 3.

Training Available in April

OIT offers workshops on Microsoft Office applications (Word, Excel, PowerPoint, Access), Lotus Notes, and other software programs. Most workshops are 2 hours in duration and located in CBC-C307 unless otherwise noted.

- **Creating Professional Presentations**
  April 12
- **Multimedia in PowerPoint**
  April 14
- **Understanding Adobe Acrobat**
  April 28

Training courses are offered to faculty and staff at UNLV, and student employees when space allows. Register online at the Training website located at [oit.unlv.edu](http://oit.unlv.edu).
Tour Shows How Technology Support in Classrooms is Proactive, Efficient, and Challenging

On a crisp, sunny Friday morning, I joined managers of Classroom Technology Services, Scott Menter and Darrell Lutey, on a brief tour of classrooms, starting with the first set of classrooms that were ever built as TECs to the latest. In just two hours I saw how this team of five professional staff and eight students do great things by being creative, leveraging vendor relationships, looking for efficiencies, and working hard.

Moving from Reactive to Proactive

☐ Staff use remote-monitoring software awarded to us through a grant to see, for example, a projector’s lamp hours and replace the lamp before it stops working in a classroom.

☐ Fridays are dedicated maintenance days. Staff cover a quarter of the classrooms and use a maintenance checklist to proactively ensure all technology is working as it should for classes scheduled for the following week.

Improved Efficiencies

☐ There are now only 59 classroom mobile audio-visual deliveries a week, mostly in CBC, a little in CEB and some in FDH. The last four FDH classrooms are being renovated this spring semester. At its peak, about seven years ago, there were 400 deliveries a week. Understandably, delivering technology on a mobile cart is less reliable than providing installed technology.

☐ There are now only eight student employees, four in the morning and four evening, down from twelve to sixteen on average. These students answer the support lines, schedule deliveries for CBC and provide maintenance and support for TECs.

Operational Improvements

☐ Darrell extended the warranty on several projectors for $150 each, which included a complete refurbishment of them by Epson. Essentially we got new projectors that can be used in other classrooms and they are under warranty for a year.

☐ The eventual goal is to use Extron’s GlobalViewer to manage all the technology in the classrooms. Our staff are working with another university to get a plug-in so that they can control the Crestron equipment.

☐ To ease troubleshooting and speed equipment replacements, we are improving cable management in the lecterns. Some of the early lecterns have a rat’s nest of cables. The latest installations are neatly dressed and cable diagrams are on the inside of the doors.

Challenges

☐ Like everything else on campus, classroom technology needs more regular funding.

☐ Making the new control panels work with all the different types of technology (DVD players, computers). Depending on the panel, Crestron or Extron, a different set of programming skill is required.

☐ Cramped classrooms don’t offer much space for the typical lectern and technology. To accommodate, the four FDH classrooms being renovated this spring will use “short throw” projectors, which are mounted to the wall in the front of the classroom, and the lecterns will be half the size of standard lecterns.

☐ Programming frequencies for wireless microphones and presentation remotes so that they work within the room, but don’t affect sound and presentations in adjacent rooms.

- Michele Kraus
Maintaining classrooms now only requires eight student employees, down from sixteen. Students answer support lines, maintain TECs and schedule deliveries in CBC.

“Almost TECs” fill the void when funding is not available to install permanent TECs.

Technicians monitor projector lamp life remotely and replace lamps before they burn out during class.

Contact Us

Give Us Feedback
Click on the icon called “Feedback,” located on the desktop of TEC computers.

Talk to Us
Call Scott Menter, Classroom Technology Services Manager at 895-0738.

Request Immediate Help
Call 895-0701. Technicians will help over the phone or in person.

Get Training
Download short instructional guides from OIT’s website or call 895-0771.
Extreme makeover, IT Style

Neatly organized cables don’t just look good, they make it easier to find and resolve problems. In the photographs below you can see before and after images of a switch cabinet located in a closet of the architecture building (ARC). The switches in this cabinet provide networking to many offices. Over winter break, network engineers Winston Branch and CJ Odgers completed a re-wire of this space. They also updated the switch’s operating system which allows second-tier support the ability to make changes, eliminating an additional call to third-tier technicians. This extreme makeover, IT edition, speeds up service for you. It’s part of OIT’s ongoing effort to increase the reliability and functionality of UNLV’s Internet services.

New (Old) ID Gives Hope to One Login

The number of usernames and passwords is a pain that we hope to alleviate soon. We want to offer one username and password for all UNLV systems and the Rebel ID is where it begins. The Rebel ID isn’t new. It’s just a new name for the Swami ID. The Swami ID has been used as the username for Rebelmail accounts, computing accounts, and student WebCampus logins. We recently started to use the Rebel ID for Munis and Archibus usernames. In April, we will use it for the new iLeave application Human Resources plans to bring on board. The Rebel ID is just an ID, a unique identifier that can be the username for several campus systems and will help us move towards one login for many of them.