

**ITS Notes
FTC Meeting
March 2, 2011**

Laptop vs. Desktop.

At the February meeting, there was a question about the number of faculty desktop and laptop BCCR computers. These are the numbers of the current computers in use through January 2011.

	Desktops	Laptops	Total
Mac Desktop	300	273	573
Windows Desktop	312	194	506
Total	612	467	1079

Administrative Review Program Update for ITS Technology Support Services

The University Administrative Program Review (APR) is a process designed to help departments examine their current operations, make adjustments and establish plans for improvement. This involves a self-study, an external review and the development of an action plan. Our APR focuses on two departments within the ITS division: Computing Support and Training (CS&T) and the Technology Consultant Organization (TCO). A Self-Study team overseen by Mary Corcoran and composed of Sean Kennedy, Mary Durr, Julie Gillis, Jean Beattie, Shanna Gilberg and Sami Kararchi conducted a self study of these departments. The self study included input from faculty, staff and students through a series of surveys and focus groups.

One vital component in the APR process involves a site visit by an external review team which occurred this week. Three reviewers from Stanford University, University of Virginia and Indiana University are on campus to meet with a range of faculty, staff students and ITS staff members. Members of the academic community have been represented in meetings as a part of the site visit. The external team has met this week with individual faculty, chairs, academic and administrative deans as well as faculty on ATAB. At the conclusion of the visit the team will provide a report that offers feedback on the self study as well as additional recommendations that they may feel appropriate. . The results of the APR can be shared in future FTC meetings as desired.

Network Upgrade

ITS has scheduled a major network upgrade for Sunday, March 6, from 3:00 a.m. – 6:30 a.m. This upgrade will temporarily shut down access to many BC applications. We hope the date and time selected for this upgrade result in minimal inconvenience to you and your colleagues. Please review the below details, and share this information with members of your department as needed.

On Sunday, March 6, from 3:00 a.m. – 7:00 a.m., critical applications, including the BC Portal, voice mail, email, www.bc.edu, and Blackboard Vista will be unavailable. Other applications will be available at 9:00 a.m.

For a list of affected applications, see bc.edu/offices/help/outage03062011.html

No email or voice messages will be lost during this period, and they will be accessible when the upgrade is complete.

Notices are posted on the ITS home page (www.bc.edu/its) BC Help (www.bc.edu/help), and the Portal

If you have any questions or have problems accessing applications after the above times, please contact the BC Help Center at help.center@bc.edu or 617-552-4357 (2-HELP).