UW SYSTEMS HELP DESKS GROUP

Monday, April 16 1:30-3:00pm – meet
3:00-3:15pm – break
3:15-4:30pm – meet
Tuesday, April 17 if necessary

AGENDA:

• Current Issues
• Tour of UW Stevens Point Help Desk
• Knowledge Management - what tools and process do you use?
• iPads - purchasing, device management, policies and level of support, app management
• Staffing models - increased efficiencies with less staffing
• AV checkout/management/support - working with faculty to understand their AV needs, equipment rotation plan, support model, costs
• Windows 7 - migration, strategies, tools and support