SIGUCCS Conference 2014
Salt Lake City, Utah
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(Additional photos by Kelly McLaughlin and Tim Akers)

ON THE COVER
Arches National Park is located on the Colorado River north of Moab, Utah. It is known for containing over 2000 natural sandstone arches, including the world-famous Delicate Arch.

(Photo by Amanda Lyndaker)

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On behalf of the SIGUCCS Board, welcome to Salt Lake City, and the 42nd annual SIGUCCS conference. The ‘Build Your Own Destiny’ theme for this year refers to the changing landscapes of technology and service that we are faced with today, but also cleverly recalls the origins of the city from 190 years ago.

We are all, in our own way, concerned with what is next in our careers—whether it is disruptive technologies requiring our reeducation, or assuming more leadership responsibilities. In 1847 Brigham Young famously declared, “this is the place,” when he first saw the valley that would become home to Salt Lake City. SIGUCCS is ‘the place’, or conference, for anyone who is looking for a community that blends technical and professional development.

The 2014 Conference Committee worked tirelessly for more than 18 months to assemble a world-class conference. They have pulled together exceptional talent, including a host of guest speakers from higher education and from industry, and have attracted new corporate contributors to enhance the conference experience. Please join me in congratulating them on an incredible job.

2014 has been a busy year for SIGUCCS. We began our 51st year with an election of a new Board, who will serve a three-year term. We have continued the Mentorship Program and webinars as part of our focus on professional development. We have expanded and overhauled our online presence with a new website, and more membership in Facebook, LinkedIn, and Twitter.

As we bring 2014 to a close, there is much to look forward to. Be sure to mark November 9–13 on your calendars for next year’s conference in St. Petersburg, Florida. Please volunteer; the SIGUCCS conference is the sum of attendee contributions and the year-round efforts of many volunteers. As the conference progresses look for people with ribbons and special badges that describe their role(s) in the organization. Please thank them for their contributions, and also ask them what they did. Chances are very good that you also can help future conferences in similar ways next year.

In Chicago, SIGUCCS 2014 Conference Chair René Thatcher rhetorically asked us “what about 51”, as we celebrated 50 years of SIGUCCS. I took that as a reminder that as important as it is to commemorate the past, it is even more important to look ahead to what is yet to come. Enjoy the conference. Learn from, and network with, others. Above all, Build Your Own Destiny. The conversations and friendships that you embark on this week have the potential to last through your career and beyond.

Mat Felthousen
Chair, SIGUCCS

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**MEET THE BOARD**

- **Vice Chair (Incoming Conference Liaison)**
  - MELISSA BAUER
  - Baldwin Wallace University

- **Secretary**
  - BETH RUGG
  - UNC Charlotte

- **Treasurer**
  - ALLAN CHEN
  - Menlo College

- **Information Director**
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- **Past Chair**
  - KELLY WAINWRIGHT
  - Lewis & Clark College

- **Communication Award Chair**
  - TREVOR MURPHY
  - Williams College

- **Awards Selection Chair**
  - MIKE YOHE
  - Valparaiso University (retired)
Welcome to Salt Lake and the SIGUCCS opportunity!

Whether this is your first time or, like me, your plus 10th time attending SIGUCCS, it is my great pleasure, on behalf of the program committee, to welcome you here.

The 2014 conference theme is BYOD – build your own destiny. To do so, you must be willing to embrace change. We recognize that change represents great opportunity. But those of us who serve in IT support also know that we must “sell” change to our clients. This conference will provide you with plenty of opportunity to grow your skills, prepare for change, and the inspiration to improve your pitch to make that sale. There’s nothing more energizing than being here, among peers who are all striving forward.

Building your destiny is all about forward-thinking and there is a lot of momentum built into this program so hold on for an amazing ride! If you are new this year, know that you are surrounded by colleagues who share many of your professional struggles. SIGUCCS is known as a place to share ideas, create new experiences, collaborate and encourage each other. We pride ourselves on being a welcoming group of higher education professionals. We are looking forward to meeting you so please, don’t be shy, jump right in!

I must say that it has been an honor to work with the SIGUCCS 2014 team. These volunteers have served from across the country to organize this conference around strong, relevant content and outstanding motivational speakers. I would like to personally thank each and every one of our volunteers for their hard work, guidance, creativity, team spirit, and good humor over the last 18 months! We wouldn’t be here without their collective efforts. Thank you.

We are proud of the conference we have organized. By the time you leave, we hope you’ll have extended your network and expanded your contacts, picked up new ideas to implement right away, and perhaps gained some insights that challenge you to rethink your thinking. We hope you also agree that SIGUCCS is the place to be for innovative IT support. We hope this conference plays a role in building your IT destiny. Here’s to your great conference experience in Salt Lake!

René Thatcher
SIGUCCS 2014 Conference Chair
MEET THE TEAM

CORE COMMITTEE

Conference Chair
RENE THATCHER
St. Lawrence University

Management Symposium Chair
CINDY DOOLING
Pima Community College

Services & Support Program Co-Chair
KELLY MCLAUGHLIN
Hobart & William Smith Colleges

Services & Support Program Co-Chair
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Outgoing Board Liaison, Evaluations Chair
PARRISH NNAMBI
UC San Diego

Incoming Board Liaison
MELISSA BAUER
Baldwin Wallace University

PLANNING COMMITTEE

Communication Award Chair
TREVOR MURPHY
Williams College

Registration Co-Chair, First-Timers Co-Coordinator
ASHLEY WEESE
Iowa State University

First-Timers Co-Coordinator
KYLE VANBROCKLIN
Trinity College

Hospitality Suite Coordinator
ALLAN CHEN
Menlo College

Hot Topics, Local Arrangements
MELISSA DOERNTE
DePaul University

Hot Topics
JAMIE RICHARDSON
St. Lawrence University

Local Arrangements
TIM AKERS
Volunteer

Photography Coordinator
TERRY WOLFF
University of Southern California

Publications
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Oberlin College

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Track Chair
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Penn State University

Track Chair
BRIAN ALLEN
Hennepin Technical College

Track Chair
ANDREW SCHULER
Pima Community College

Track Chair, Education & Communication
OLIVIA WARD
St. Joseph’s University

Track Chair, Poster Sessions
MIRANDA CARNEY-MORRIS
Lewis & Clark College

Track Chair, Leadership & Career Development
LAUREN ADAMS
St. Joseph’s University

Track Chair, Technology
MARK FITZGERALD
Boise State University

Track Chair, Service & Support
EDDIE VIDAL
University of Miami
KIRK WEISLER
In the low morale, high turnover world of outsourced call centres, a young man who believed that "work, all work, could matter" created his own job title, started his own revolution and began to make real his vision of what culture building could do to make a difference. His role as Chief Morale Officer helped achieve an attrition rate that was five times less than the industry and a 97% referral rate for new hires. Kirk is an expert on creating culture, change, community and connections in the workplace.
http://kirkweisler.com/

CHAD HYMAS
The Wall Street Journal calls Chad Hymas "one of the 10 most inspirational people in the world!" In 2001, at the age of 27, Chad's life changed in an instant when a 2,000-pound bale of hay shattered his neck leaving him a quadriplegic. But Chad's dreams were not paralyzed that day - he became an example of what is possible. Chad is a best-selling author, president Chad Hymas Communications, Inc., and is a recognized world-class wheelchair athlete.
http://chadhymas.com/

BRAD BARTON
Professional keynote speaker Brad Barton was a misdirected kid headed for disaster. He ran headlong into a stern Greek wrestling coach who looked at this skinny little rebel and created a world class athlete. He ricocheted off an English teacher who took the time to read his dyslexic ramblings and created an author and public speaker. He bounced like a positive pinball from mentor to mentor all the way to a successful happy life as a father of six, a husband, a corporate speaker - a life designed for failure but destined for greatness.
http://bradbarton-speaks.com/

JEFF CIVILLICO
Jeff is the Founder and President of Win-Win Entertainment, a non-profit which pairs performers willing to donate their time and talent with charity organizations in need of entertainment. Jeff is also ridiculous. He holds a world record for bungee jumping on his unicycle off a cliff in New Zealand, and goes "joggling" for fun. "Joggling" = juggling while jogging. He raised $5000+ as a team member of "Athletes for Special Kids" by joggling all 26.2 miles of the Disney Marathon.
http://www.jeffcivillico.com/
Cynthia ("Cindy") Dooling’s warm, hospitable nature; her professional excellence; and her passion for collaborating with peers and nurturing younger colleagues have given her a special place in the hearts of SIGUCCS members.

Cindy is presently serving as Interim Chief Information Officer at Pima Community College, Tucson, Arizona, having deferred her retirement at the request of the college administration. Cindy began her professional career at Pima over 30 years ago as a student volunteer while she was studying Computer Science. She has held nine different positions at Pima, from entry level as a student aide to the highest level as Vice Chancellor for IT; and she has also served as an adjunct faculty member. She has an impressive history of accomplishment at Pima, and is probably one of very few IT professionals who have made an entire career at one institution.

Cindy has been active in SIGUCCS for more than a decade. She has given presentations at a number of SIGUCCS conferences, and in addition has served as Chair for Vendor Contributions at the fall conference; Program Track Chair for the 2009, 2011 and 2012 management symposia; and Program Chair for this year’s management symposium. In addition, she has been a regular contributor to discussions on the SIGUCCS mailing list.

Cindy’s contributions to our profession extend beyond her home institution and SIGUCCS. As a volunteer for EDUCAUSE she has served in multiple capacities including program committee reviewer (multiple years), EDUCAUSE Review Online reviewer. West/Southwest Regional Conference program committee member, and EDUCAUSE Connect committee member; she is also a regular contributor to EDUCAUSE online discussions.

Beyond her official leadership roles, Cindy is dedicated to supporting our profession via career and leadership development of IT professionals through both SIGUCCS and EDUCAUSE.

Cindy adds a charm and character to any . . . effort that makes that work lighter and easier.
Bob Haring-Smith is currently Business Relationship Manager for Faculty in IT Services at West Virginia University. Before coming to WVU in 2005, Bob held computer support positions at Brown University, Harvard Law School, and Willamette University; and taught mathematics and computer science at Holy Cross College and the American University in Cairo. During a three-year stint in Cairo, he also served as the Ford Foundation’s Regional Technology Advisor for Africa, providing project management, computer support, and consulting services to the foundation’s field offices in Africa. Bob earned a Ph.D. in mathematics at the University of Illinois at Urbana and a Sc.M. in computer science at Brown University.

“Bob is someone who I can talk for professional advice and also cares about what is going on with me personally.”

Bob has been active in SIGUCCS for years; his warmth, wisdom, and sense of humor are staples at SIGUCCS conferences. For the past nine years, he has served on the SIGUCCS Board; first as treasurer, then as chair, and finally as past chair. He was on the conference committee for four fall conferences; as email room coordinator in 2001 and 2002 (remember email rooms?), and as treasurer in 2005 and 2006. Bob has served as a reader on a number of program committees and was twice a presenter at the Management Symposium.

Karen McRitchie is an Assistive Technology Professional serving students with disabilities. She is currently back to school and pursuing a degree combining her technical skills and special education. Karen has spent well over 20 years in the computing field; for fourteen of those years she was Academic Support Manager at Grinnell College. Karen developed a student staffing model, the Technology Consultant program, which gave the student staff opportunities such as learning supervisory skills, developing apps, and even doing volunteer IT work in the local K-12 schools.

Karen has been involved with SIGUCCS since her first conference in 1999. Karen was appointed to the SIGUCCS Board as the Tutorial Chair in 2007, and her enthusiasm and creativity quickly showed in the management of the pre-conference tutorial program. She also encouraged the Board to move to the use of GoToMeeting for its monthly conference calls, and then to adopt this platform for offering online tutorials and webinars for the SIGUCCS membership. Karen also served as the Tutorials Chair during the Board’s 2008-2011 term, and as the SIGUCCS Secretary during the 2011-2014 term. Karen has provided service to SIGUCCS as a conference co-chair for the 2009 conference in St. Louis, provided the design and content for the 2009 and 2010 conference publications, and even the conference newsletter editor for the last 3 conferences.

Karen is among the most prolific authors in SIGUCCS, as indicated by the bibliometrics available in ACM’s Digital Library. She is ranked second in SIGUCCS, with at least 20 publications (some with co-authors), including papers presented at nearly every fall conference since 2001.

In addition, Karen has been a tireless conference volunteer. Most recently, she has been instrumental in reviving the SIGUCCS Newsletter, now published online and called “Plugged In.” Thanks largely to Karen’s leadership of this newsletter committee, “Plugged In” is a
Parrish Nnambi is Manager of Network and Business Systems Customer Support Services at the University of California, San Diego. He began his leadership career at UCSD as the Help Desk Supervisor/Manager in 2000. In 2008, he was also given the task of overseeing the Directory Services Team; in 2012, management of department Desktop Support team was added to his responsibilities; and in 2013, he was also given responsibility for Telecom Customer Service and Hostmaster management. Parrish is highly regarded by his colleagues.

Says Karen of SIGUCCS, “SIGUCCS is extraordinary! Not only does it provide an opportunity to publish and present technology papers, but is also a creative and collaborative place. There is a spirit within conference, carries it out, and finally reports on the outcome. Parrish served in this capacity during the first three years of the combined conference format inaugurated at SIGUCCS 2011, which has also included the 50th anniversary celebration at SIGUCCS 2013. He also served as track chair for the 2005 User Services Fall Conference, Conference Co-Chair of the 2008 Fall User Service Conference in Portland, and as Program Co-Chair for the Service & Support Conference at SIGUCCS 2011. In addition, he has been a session chair, photographer, photography chair, and registration chair at SIGUCCS conferences.

Elizabeth Wagnon is Training Project Leader at Texas A&M University Computing Information Services in College Station, Texas. In addition to her work at Texas A&M, she was a leader in the formation of HEART (Higher Education And Resource Technologies), a regional conference group formed to collaborate and network with other higher education technology professionals throughout Texas.

“[Elizabeth] is very welcoming - whether it’s greeting someone she already knows with a hug or welcoming smile or just saying “howdy” to a new attendee.” Elizabeth has been active in SIGUCCS for about the past ten years, serving as program chair for the 2008 fall conference; and as conference chair for the 2011 combined conference, the first one in the combined format. She has participated in many panels and discussions over the years and has presented papers at SIGUCCS conferences.
**Computing Services Public Website**

**Best of Category**
*University of Washington*
*IT Connect*
Rick Ells, Alexis Raphael, Craig Stimmel, Sergio Larionov, Jonathan Swanson, Editor: Heidi Stahl

**Electronic Computing Newsletter**

**Best of Category**
*Fordham University*
Elizabeth Cornell, Katherine Egan, Calvin Byer, Kanchan Thaokar

**Award of Excellence**
*SUNY Oswego*
*CTS Newsletter*
Dan Laird

**Printed How-To Guides**

**Best of Category**
*North Carolina State University*
*OIT Student Services Calendar*
Hal Meeks

**Award of Excellence**
*Virginia Commonwealth University*
*VCU Blackboard Student Guide*
Hope Adams

**Electronic How-To Guides (collection)**

**Best of Category**
*Louisiana State University*
*Online Knowledgebase*
Brandon Johnson, Michael Smith, Shannon Wall, David West

**Instructional Classroom Materials**

**Best of Category**
*Abilene Christian University*
*Classroom Info Cards*
Hilary Commer and ACU Information Technology

**Printed Quick Reference Guides**

**Best of Category**
*University of Pittsburgh*
*Student Computing Essentials*
Kurt Lorence, Michele Kiraly

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**2014 SIGUCCS COMMUNICATION AWARD WINNERS**
General Service Promotional Materials
Best of Category
University of Rochester
Student IT Jobs Promotional Materials
Tianyi Wang, Will Graver, Sara May

Award of Excellence
American University
Excellence Empowered: American University Office of Information Technology’s Year in Review 2012-2013
Terry Fernandez

General Service Campaign Materials
Best of Category
Valparaiso University
FOCUS App
Kevin Steele

Award of Excellence
University of North Texas
New Printing Credit System
Charles Andrews, Kacey Close, Sean Flowers, Judy Hunter, Yonathan Khoe, Scott Krejci, Josephine Reyna, Debbi Stack, James Strawn, Jackie Thames

Student Created Promotional Materials
Best of Category
University of Rochester
Halloween Theme Security Awareness
Zachary Bokuniewicz

Short Promotional Video/Audio
Best of Category
Winona State University
“In Focus – iPad Pilot for Calculus”
Robin O’Callaghan

Award of Excellence
Abilene Christian University
“2014 Team55 Commercial”
Eric Lemmons

Long Promotional Video/Audio
Best of Category
Valparaiso University
Intro to IT Services – Valparaiso University
Kevin Steele

Links List

1a University of Washington
http://uw.edu/itconnect/

2b Fordham University
https://sites.google.com/a/fordham.edu/it-newsletter/

SUNY Oswego
http://www.oswego.edu/blogs/ctsnewsletter/

3a North Carolina State University
Physical Calendar

Virginia Commonwealth University
https://drive.google.com/a/vcu.edu/driveview?id=0Bx_LARvxnDiQWTBzQjINTIXUJA&usp=gsf&tid=0Bx_LARvxnDiQWST3phCTUwWxNanM

3c Louisiana State University
http://grok.lsu.edu/

3d Abilene Christian University
https://webfiles.acu.edu/users/eml02d/web/IT%20Info%20Cards.pdf

4a University of Pittsburgh
https://pitt.app.box.com/s/ff6k7dr1vnz4bdketdao

5a University of Rochester
https://www.youtube.com/playlist?list=PLaZlIDKixzt4l8SgjFJh_C4brWOMgfl

American University
http://w.american.edu/oit/ExcellenceEmpoweredOnline.pdf

5b Valparaiso University

University of North Texas
http://computerlabs.unt.edu

5c University of Rochester
www.rochester.edu/it/communications/assets/pdf/HalloweenTheme.pdf

5d Winona State University
http://youtu.be/_RzAYejMOpk

Abilene Christian University
http://youtu.be/hcvAnpcQ0KI

5e Valparaiso University
http://youtu.be/_RzAYejMOpk

No awards were given in the following categories because there were not enough submissions: (1b) Computing Services Mobile Website, (2a) Printed Computing Newsletter, (3b) Electronic How-To Guides - Individual, (6a) Software Distribution Physical Media, and (6b) Software Distribution Electronic Media.
The SIGUCCS 2014 planning committee would like to thank you for choosing to attend SIGUCCS 2014!

As program chairs, we were blessed to work with a large committee of dedicated professionals who worked hard to bring you a solid conference experience. That committee includes the track chairs and readers who helped shape the programming of the conference. We could not have pulled together a program of this caliber without their efforts.

Planning this conference gave the committee an opportunity to reflect on the opportunities and challenges facing our industry. Technology changes every day and higher education often finds itself reacting instead of proactively seeking ways to stay ahead of the curve. Regardless of your role in higher education, this conference will provide resources to grow your leadership skills in a forward-thinking way. This week will provide valuable professional development experiences for those of you who want to learn more about the tools others are using to navigate technological changes while simultaneously preparing for tomorrow’s challenges. The future of our industry belongs to those who are adaptable and excited about what technology will bring us in the years ahead. How we equip ourselves and our colleagues will determine our institution’s destiny.

This week will offer you a variety of opportunities. You will listen and engage with the best thought leaders in the industry, discuss ideas in stimulating breakout sessions, and take advantage of several opportunities to collaborate and network with peers from across the country and beyond. SIGUCCS will give you everything you need to grow, lead and adapt. We encourage you to look at the schedule and make a plan for what you want to attend so that you don’t miss anything!

We also hope you will take the opportunity to provide solid feedback about your experience to help us continue to shape this conference into a meaningful experience.

If you approach this week fully engaged, we promise you will leave ready to inspire. Be selfish and disconnect from everything outside of this conference as much as you can!

This is just the beginning of your opportunity to BUILD YOUR OWN DESTINY!

Why join?
The SIGUCCS Conference Committees are looking for volunteers like the chairs pictured above. The success of each conference is largely due to the volunteers that make it all happen. There are many opportunities for everyone who would like to participate. Whether you know exactly what you’d like to do or you just want to get involved and meet people, you have to be a member to participate! A low fee of just $25 per year will open doors to professional development opportunities like this one as well as other benefits like access to the SIGUCCS resources in the ACM Digital Library. Don’t delay—2015 Conference planning is underway and we want you to be a part of it!
The 2014 SIGUCCS conference “BYOD: Build Your Own Destiny” is made possible largely due to the generous support of our sponsoring vendors. On behalf of the conference, we would like to extend our sincere thanks for your support. Your support and presence enhances the entire conference experience.

Attendees face similar challenges and needs at their respective institutions. They come to SIGUCCS knowing there will opportunity to engage with vendors in a significant dialogue. Many of our vendors already have relationships with participating institutions which provides an invaluable foundation for meeting new potential clients.

We hope you enjoy the experience, and sincerely appreciate your support.

Best regards,
The 2014 SIGUCCS Conference Vendor team
SIGUCCS 2015

November 9-13, 2015
St. Petersburg, FL
MAKE YOUR SUN SHINE
http://siguuccs.org/Conference/2015
SIGUCCS Mentoring Program

- Application available Nov. 1 - Nov. 30, 2014
- Notifications sent Dec. 2014
- Program runs from Jan. 2015 - Oct. 2015

Must be a SIGUCCS member to participate and commit at least 1 hour per month.
Questions? Stop by Poster Session on Thursday Nov. 6th

To participate, complete the application form.
http://tinyurl.com/siguccsmentoring

inspired by “Birds of a Feather” sessions at past SIGUCCS events

offers opportunities to connect, network, and share

Tweet to Suggest and Vote for topics
@siguccs using #hottopics

Participate in conversations where you see the Hot Topics logo
SUNDAY Schedule

2:00–6:00 PM | Closed Board Meeting | Wildcat
4:00–6:30 PM | Registration | Canyons Lobby
6:30–7:30 PM | Management Gathering and Newcomers’ Welcome | Arches Ballroom
9:00 PM–12:00 AM | Hospitality Suite | VIP Dining Room 2

MONDAY Schedule

7:30 AM–5:00 PM | Registration | Canyons Lobby
8:00 AM–5:00 PM | Speaker Ready Room | North Star
7:30–8:30 AM | Breakfast for Executive Seminars | Deer Valley

EXECUTIVE SEMINAR: ADVANCE REGISTRATION REQUIRED

A Practical Approach to Service Catalog Management
Rae Anne Bruno
8:30 AM–12:00 PM • Sundance

Does your team receive requests for services that you don’t provide? Does your organization ask for help with items that you don’t support? If you answered yes to either of these questions, then your organization could benefit from a service catalog which identifies what you support, provides users with much-needed information, sets customer expectations, manages service levels, and increases customer satisfaction. You can also use a service catalog to provide users with an automated way to process routine requests like ordering printer toner, resetting passwords, or upgrading to a new version of approved software. This session presents a practical, cost-effective approach for implementing a service catalog without requiring additional people resources. You will learn how to plan, implement, promote, and maintain the service catalog. You will walk away with tips, examples, and templates for: Getting started with your service catalog. Evaluating and choosing a format for your service catalog. Creating an organizational structure for your service catalog. Creating and maintaining governance document. Writing, reviewing, and publishing entries.

Facing a Decade of Profound Changes - Preparing our IT Organizations for Success
Justin Sipher, Gene Spencer
8:30 AM–12:00 PM • Powder Mountain

Technology has evolved over time, as has its impact on higher education. There is no reason to believe that the pace of change will slow, nor that its impact will diminish. In a world where consumer cloud services surface regularly and BYOD becomes the norm, how prepared are our organizations for an uncertain future? We will simultaneously be asked to both lead the institution’s journey through its technology-rich future, as well as respond regularly to the changing needs, habits, and whims of the community we serve. In this workshop, we will discuss the changes before us and strategize ways to address our responsibilities in this transition. How will our IT organization continue to provide the support, services, and leadership critical for success, as our environment dramatically changes around us? Do we have the organizational agility that will be required? Are we prepared to leverage the best sourcing strategies and adopt the best new approaches? How will we know when we can let go of things we have traditionally done? Are we managing risk responsibly without crippling the open nature of the academy? And can we craft an adequate response to significant change as resources shrink in the face of changes within the higher education environment? Attendees will discuss all this and more in a highly-interactive workshop, sharing our predictions about the future, as well as our best ideas about how to respond. You will leave better prepared to guide your organization through the complexities of the uncertain future that lies before us all.
MANAGEMENT SYMPOSIUM PLENARY

1:30–3:00 PM
Bryce Ballroom

Keith W. McIntosh, Associate Vice President for Information Technology Services (ITS) and Chief Information Officer (AVP/CIO) at Ithaca College, will share his insights, advice, and provide practical approaches for the audience to develop their own plan or help others develop their plan to achieve the goals required for you or others to build your own destiny. Each of us have unique knowledge, skills, abilities, competencies, aspirations, strengths, and limitations which shape who we are and who we can become. His talk will call on his 30 years of experience leading, coaching, and mentoring staff to achieve their distinctive purpose and be all they are meant to be.

Keith W. McIntosh began his role as the Associate Vice President for Information Technology Services (ITS) and Chief Information Officer (AVP/CIO) at Ithaca College in August 2014. As the CIO, he provides vision, leadership, oversight, and management of the College’s academic and administrative information technology services, facilities, hardware, software, and staff. His team of 74 staff support an undergraduate enrollment of about 6,300 students, 493 full-time faculty, 246 part-time faculty and 1074 administrative and staff employees. Before joining Ithaca he held the position of Vice Chancellor for Information Technology and Chief Information Officer (CIO) at Pima County Community College District, the eighth largest in the country, where his higher education career began in 2008. Prior to joining Pima, he held various progressive leadership and management positions within IT during his distinguished and 24.5 year service in the United States Air Force. Keith holds a MBA degree (Summa Cum Laude) with a concentration in Information Technology Management from Trident University International and a BS in Management Information Systems from Bellevue University in Bellevue, NE. Keith, a 2012 Leading Change Institute (formerly Frye Leadership Institute) fellow, serves as Chair of the Advisory Board (2013-2016) for the Center for Higher Education Chief Information Officer Studies (CHECS). He recently completed his term as Program Faculty (2012-2014) for the EDUCAUSE Institute Management Program. He was the inaugural recipient of the EDUCAUSE Rising Star Award in 2011.

LEADERSHIP, PARTNERSHIPS, AND PROFESSIONAL DEVELOPMENT

Sometimes a Guy Just Needs a Fish: Situational Leadership in IT

Christopher King, NC State University

3:30–5:00 PM • Alta-Brighton

As the saying goes, “Give a man a fish and he’ll eat for a day. Teach a man how to fish, and he’ll eat for a lifetime.” As a teacher or Service Desk worker, this has become a mantra for how to conduct business, but this can also lead people into a trap. The trap is that not everyone is at a point in their day, their project, or their career where they can be given the knowledge and a nudge and produce results. Different people need different levels of support and direction, both in specific situations and in general interactions, and this need changes over the course of a person’s progress at a job. This need also changes differently for different people. A good manager has to recognize where all of their employees are in this developmental cycle and act accordingly with each. Additionally, a person’s Type Indicator (according to a properly-administered Myers-Briggs Type Indicator test) can be a very useful tool for analyzing their work output, motivation, and potential obstacles to performance. This presentation will heavily reference materials from Ken Blanchard’s Situational Leadership II method and the Myers-Briggs methodology to discuss differentiating management styles based on individual needs.

TECHNOLOGY MANAGEMENT

Foundations: Enabling the Adoption of Innovative and Disruptive Technologies on Campus

Beth Rugg, Assistant Vice Chancellor for Client Engagement at UNC-Charlotte

3:30–5:00 PM • Powder Mountain-Solitude

New innovative and disruptive technologies are always on the horizon. While it is important to evaluate specific technologies for their appropriateness to the campus, the arguably more important task is to look at overall trends to identify what foundational enabling technologies, policies, organizational alignments and skills we need to have in place to be best positioned to embrace them. This session will provide some background and examples, and then engage participants in a discussion to identify emerging technologies and the possible foundational elements that we should be putting in place to help enable them.
RESOURCE PLANNING AND FISCAL MANAGEMENT
Expecting the Unexpected: The Art of Crisis Management
Kristen Dietiker, University of Washington
Ashley Weese, Iowa State University
3:30–5:00 PM • Snowbird

Unexpected system events can strike at any time: a critical application fails, a SAN goes down, or a virus outbreak occurs. Hopefully your school engages in a robust risk management plan to mitigate or even eliminate common outage events. However, the unexpected still happens. If you have a small IT team, or one stretched thin, you may not have the manpower or expertise to handle some of the more severe problems without impacting other operations. IT teams need a well-understood plan for handling major system events while still maintaining other operations. This discussion-based session will examine:

- managing a crisis so your team remains focused and productive
- ensuring the issues are well understood by campus leadership and managing expectations
- ensuring key individuals are kept well informed
- running damage control
- maintaining healthy relationships with key vendors
- coming through it intact and without a black eye

TUESDAY Schedule

7:00 AM–7:00 PM  Registration  Canyons Lobby

7:00 AM–7:00 PM  Speaker Ready Room  North Star

7:30 AM–8:30 AM  Breakfast  Wasatch

TECHNOLOGY MANAGEMENT
Always to Blame, Rarely at Fault
William Klein, Valparaiso University Law School
Kevin Steele, Valparaiso University
Rebecca Klein, Valparaiso University
8:30–10:00 AM • Powder Mountain–Solitude

Most information technology professionals can find meaning in the phrase: “Always to blame, rarely at fault.” On a daily basis, we are blamed for technology not working when the real cause could be any number of issues: underutilized training opportunities, misunderstanding of the technology, limitations of hardware/software, carelessness of others, and acts of God. We sacrifice both our personal and professional pride in order to perform our jobs. Through breakout sessions using World Café conversations, we will work on accountability, rewarding, internal/external recognition, challenges we face, overcoming and combating issues using different types of strategies.

RESOURCE PLANNING AND FISCAL MANAGEMENT
Help Desk After Hours
Kevin Williams, Louisiana State University
Adam Landry, Louisiana State University
8:30–10:00 AM • Snowbird

Running a late evening help desk can be difficult for a small IT support group. The first thing to be determined is the necessity for the late night service. As a group, we will go through some indicators that late night support may be needed. Indicators may include late evening classes, other late evening service offerings (library, dining, etc.), or comments from early morning customers. By establishing need using these indicators, we will help establish a paper trail to use when requesting funds to staff a late night help desk. We will cover how to choose a space, including leveraging space in established locations (e.g., library, union, dining area), compare this
option to creating a purely IT environment for late night support, and compare the pros and cons of each. Finally, we will discuss staffing the late-night help desk, considering different needs for day and evening help desks staffing, the experience and traits of full-time and student employees, and assess their usefulness at the late hour help desk. We will also discuss different methods of finding, attracting, and keeping this sort of employee.

Games as a Sandbox for Leadership
Sean Mendoza, Pima Community College
8:30–10:00 AM  •  Alta-Brighton

Given the prevalence of collaborative online games and the need to create effective teams, Massively Multiplayer Online (MMO) games can provide a rich training ground for future and current leaders to explore techniques in leading inspiring, nurturing and collaborative problem solving. Some of today’s most innovative leaders look to in-game organizations to hone leadership skills and gain insights to team dynamics. Based on a phenomenological study of behaviors exhibited by leaders in and out of game, the presenter will explain why games and leadership matter in the workplace. A highly interactive session, participants will be encouraged to share insights on leading in and out of game; described lived experiences within a community that shape and scaffold values and social norms; and identify relevant contexts of leadership skills and behaviors in and out of game. Open to gamers and non-gamers, this session will provide an extraordinary look at leveraging MMOs as an immersive and collaborative sandbox for leadership.

CIO Panel
Justin Sipher, Keith McIntosh, Melissa Woo, Gene Spencer
10:30 AM–12:00 PM  •  Bryce Ballroom

A panel of Chief Information Officers will discuss implications of our continual expansion of services and support in an effort to keep up with expectations, or perceived expectations. Perhaps “good enough” is actually the best outcome in certain situations instead of the time and money it takes to implement or execute the best solution. Please come and engage with this panel as they discuss strategies for managing costs while living up to increased expectations.
RESOURCE PLANNING AND FISCAL MANAGEMENT

**Bring Your Own Project Management: Different Approaches for Different Environments**

Lisa Brown, *University of Rochester*
Mat Felthousen, *Cleveland Institute of Art*
Beth Rugg, *UNC-Charlotte*
Nicole Adner, *St. Lawrence University*

1:30–3:00 PM • Snowbird

Limited resources and complex environments require a structured approach to managing projects, but which approach is “right”? What are advantages and disadvantages to having certified project managers? Join our panel for their discussion on project methodologies that are in place at a variety of institutions: public and private, large to small art school, certified PM to hybrid approaches. Each school will give a short overview on their environment followed by a Q&A session with the audience.

3:00–3:30 PM • Beverage Break • Canyons Lobby

**Evangelizing new systems & applications**

Kristen Dietiker, *University of Washington*

3:30–5:00 PM • Snowbird

Have you ever implemented a new system or application, only to see adoption lag behind expectations? Perhaps your school has implemented a new collaboration system, LMS, or added new functionality to your Student Information System, only to see adoption rates flatline. This presentation will investigate the issues that cause faculty and staff to shun new applications and workflows, and discuss several options for improving the adoption rate for these systems. Topics to be covered include:

- Communication Plans
- Usability from the customer perspective
- Using system “champions”
- Jumpstarting/restarting a stalled rollout
- Rapid, radical improvements vs. incremental improvement
- “Strategic” Training

**A Tale of Two Destinies: How to Succeed in New Environments Management**

Scott Emery, *Director, University of Oregon*
Mat Felthousen, *Vice President, Cleveland Institute of Art*

3:30–5:00 PM • Alta-Brighton

To advance in a career means change—whether it is an adjustment in responsibilities, a new role, or a new location. The unknowns that go along with change will often keep someone from choosing to advance their career, but change is something that can— and should—be embraced to reach your full potential. Scott Emery, Director, Client Services, Information Services at Oregon State University and Mat Felthousen, Executive Director of Information Technology at the Cleveland Institute of Art both made significant changes in their careers last year. Scott left a small art school to join a large state institution, and his alma mater. Mat left a Tier 1 research university (and his alma mater) to join a small art school. Both changed states, and roles. Join them as they describe the decisions and changes they faced, the differences they have discovered in the environments, and how their backgrounds led to success in completely different environments.

6:00–7:00 PM • Reception and Newcomers’ Welcome • Canyons Ballroom
and key elements for successful delivery of services. This session will provide methods that will help you to: Understand the roles of an the relationship between Service Owners and process owners. Build effective RACIs for processes. Identify the dependencies between processes and functions and the impact of any of them failings. Improve communications internally and with customers. Successfully set and meet the expectations for the customers. Run efficiently and cost effectively. Lay the groundwork for continual improvement. Consistently deliver quality services that create a positive customer experience. Walk away with templates, tips, lessons learned, and a formula for consistently delivering quality services.

**SERVICE AND SUPPORT SEMINAR: ADVANCE REGISTRATION REQUIRED**

**Discovering Your Secret Sauce for Building and Implementing a Successful Strategy**

*Fred Damiano*

8:30 AM–12:00 PM • Sidewinder

“So tell me what the strategy is.” Sound familiar? How did you react the first time you heard it? Looking for ways to be better prepared the next time it comes up again...which it will. What is a strategy and how do you build one? Who gets involved in strategic planning? IT leaders must be able to envision how the services they deliver support the mission and objectives of the institution, and effectively communicate this to internal and external stakeholders. But what goes into building and implementing a successful strategy? What is strategic and what is operational? How are staff motivated to implement the strategy and how does the leader communicate and get buy-in? This workshop will provide a set of tools, techniques, and practices that all participants will be able to draw upon and immediately adapt to their own organization and environment. It is designed for leaders who are looking to advance in their careers and start thinking big-picture. So if being strategic is your game, then join us for an engaging, interactive, and thought-provoking session.

**LEADERSHIP, PARTNERSHIPS, AND PROFESSIONAL DEVELOPMENT**

**The Kitchen Nightmare Approach to Continual Service Improvement**

*Rae Anne Bruno*

8:30 AM–12:00 PM • Sundance

Believe it or not, following Chef Ramsay’s method for analyzing failing restaurants and making them successful can provide you with insight to defining and improving your IT services. Through his step-by-step approach, you will gain an understanding of ITSM concepts and key elements for successful delivery of services. This session will provide methods that will help you to: Understand the roles of an the relationship between Service Owners and process owners. Build effective RACIs for processes. Identify the dependencies between processes and functions and the impact of any of them failings. Improve communications internally and with customers. Successfully set and meet the expectations for the customers. Run efficiently and cost effectively. Lay the groundwork for continual improvement. Consistently deliver quality services that create a positive customer experience. Walk away with templates, tips, lessons learned, and a formula for consistently delivering quality services.

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of former mentors and how one assumed a leadership position in the organization. This presentation will focus on staff development strategies for leadership roles, developing an atmosphere of trust within the division, the value of a progressive student employee program, and strategies to maintain mutually beneficial relationships with former student employees who often become technology leaders in their respective fields.

LEADERSHIP, PARTNERSHIPS, AND PROFESSIONAL DEVELOPMENT

**Leveraging the Power of Influence**

Shundra White, *University of Memphis*

8:30-10:00 AM • Alta-Brighton

Are you a leader faced with the challenge of revising your service and support model? Do you find it difficult to tell your team that motivation comes from within because you’re experiencing burnout yourself? Let’s examine the power of influence. Many higher ed professionals are trying to stay relative and motivated despite the changing demands and expectations of the times. Revising your service model means that you have to initiate difficult conversations and set new expectations. Understanding and leveraging influence as a tool can help you quickly make these changes and get buy-in from your team. This session will help technology leaders use their power of influence to manage operational and strategic goals and expectations.

TECHNOLOGY MANAGEMENT

**Streamlining Scantron Scores with Blackboard**

Nargas Oskui, *University of Oregon*

8:30-10:00 AM • Snowbird

Scanning scantron scores uses Optical Mark Recognition (OMR) and has been around for over a decade at the University of Oregon. Test scores via scantrons are provided for large classes and with the use of Blackboard many instructors would like to upload those scores for students to view. Just this past year, a graduate teaching fellow came to us with this request! Our department worked closely with Scanning Services which used the Remark grading system to process all testing sheets and therein turn providing a Blackboard-friendly upload file format. We have gone through many trials to get the scores uploaded into Blackboard correctly. Efforts for optimization are a win-win for everyone. Companies working together to make solutions! Using Scantron Scores for large lecture classes are not an archaic form of assessment anymore. Departments want to help. We don’t know what you need unless you speak up!
LEADERSHIP AND CAREER DEVELOPMENT

Lessons from Farming for IT Management

Nikolas Varrone, State University of New York Geneseo
Dana Peiffer, University of Northern Iowa
Christopher King, NC State University

3:30–4:30 PM • Alta-Brighton

Your average “person on the street” would probably put IT and farming at opposite ends of most spectrums. People tend to associate “IT” with bright screens in dark rooms with a lot of glass and steel, while “farming” generates images of sunshine, green fields with an obligatory cow, and country folk in overalls and gingham. In reality, those differences are what make life interesting for those of us who choose to live in both worlds. As IT solutions “go green”, and farm equipment becomes guided by satellites, there are lessons to be learned and applied from each field (no pun intended) that can help the other. This paper and presentation will include discussion by farmers in higher ed IT from New York to North Carolina to Iowa (whose hardware needs go from motherboards and mice to hay bailers and hotwire) and will focus on how lessons from farming really can improve IT at your institution.

SERVICE AND SUPPORT

“Be our Guest:” Crafting a Magical Client Experience

Rebecca Klein, Valparaiso University
Kevin Steele, Valparaiso University

3:30–4:30 PM • Snowbird-Powder Mountain

The Client Services team of Valparaiso University's IT department found inspiration in Disney's guest service models and has been building a culture of superior service throughout IT. Come along on a magic carpet ride to discover how this new world is transforming delivery of technological services to the campus. From Help Desk to training to assessment, we are increasing satisfaction levels among campus constituents as we meet needs. We will show how we created a guest service compass that guides our decision making and service delivery. Further, we will share areas where we learned we were creating our own obstacles in empowering staff to provide service to our guests and how we overcame resistance in the quest for continual improvement.

TECHNOLOGY

A large-scale PC environment for research and education based on netboot thin clients

Masaru OKUMURA, Fukuoka University

3:30–4:30 PM • Deer Valley

Fukuoka University provides more than 1000 PCs in 20 PC rooms for education and research. In our setup, it is important to keep all PCs clean and in uniform condition within the short break time between classes to reduce maintenance costs. In order to achieve these goals, over the past 9 years, we have implemented NetBoot thin clients and have been appropriately adjusting the setup. In the current system, the clients boot image is stored in high-speed storage on SSD and is transferred via the high-speed campus network. This system, enables centralization of all necessary hardware resources for NetBoot in a single location and optimizes hardware resources and management methods. As a result, when all PCs are booted at once, we can control the PCs boot time to within 90 seconds. In this session, we will describe the system configuration, the management methods of disk image files, performance evaluation and operation experiences.

EDUCATION AND DOCUMENTATION

DiscussIT: Lightning Talks

Laurie Fox, SUNY Geneseo
Lucas Friedrichsen, Oregon State University
Mo Nishiyama, OHSU
Scott Saluga, Oberlin College
Allan Chen, Menlo College
Dan Herrick, Colorado State University

3:30–4:30 PM • Solitude-Sundance

Get more out of this session than any other you will attend at SIGUCCS 2014. Join us as seven experienced presenters bring you seven exciting topics in Lightning Talk format. Each topic will be 5 minutes with 2 minutes between each for discussion. Topics include: Lightning Talks, Clear and Concise Communications, Value of Twitter as a Conference Tool, Prioritizing your To-Do List, Being a Mentor Among Peers, Work Culture Awesomeness, and Mindful Computing.

7:00–10:00 PM Gala
Canyons Ballroom

10:00 PM–1:00 AM Hospitality Suite
VIP Dining Room 2
**THURSDAY Schedule**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:00 AM–7:00 PM</td>
<td>Registration</td>
<td>Canyons Lobby</td>
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<tr>
<td>8:00 AM–7:00 PM</td>
<td>Speaker Ready Room</td>
<td>North Star</td>
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<tr>
<td>8:00–9:00 AM</td>
<td>Breakfast</td>
<td>Canyons</td>
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<tr>
<td>11:30 AM–1:00 PM</td>
<td>Lunch</td>
<td>Canyons</td>
</tr>
<tr>
<td>1:00–2:30 PM</td>
<td>Poster/Vendor Session</td>
<td>Arches Ballroom</td>
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**SPECIAL BYOD PLENARY SESSION**

Kirk Weisler, Chad Hymas, Brad Barton and Jeff Civillico will be featured in a special, BYOD plenary session from 9:00–11:30 AM in Bryce Ballroom. See page 8 in your program for full bios on these incredible speakers!

**SERVICE AND SUPPORT**

The Future of Knowledge Management in the Support Center

Mark Fitzgerald, Boise St. University

2:30–3:30 PM • Snowbird-Powder Mountain

Support centers have been overrun by information. Categorization and cataloging have failed to keep us up. A new method is required. As we have entered the age of data we need a more human aspect to our training, knowledge management and day to day assessing of knowledge. Attendees will take away practical learning ideas and participate in discussion around key ideas such as Pie Principal, socialization of knowledge, and information bubbles.

**TECHNOLOGY**

Security BYOD - Be Your Own Defense Management

Cate Lyon, Whitman College
Mike Osterman, Whitman College

2:30–3:30 PM • Deer Valley

How does a smaller higher education institution implement security controls to protect sensitive data and at the same time not make end users feel as if they are losing ownership of their computer? Whitman College grappled with this problem for several years and finally found a solution where we can (almost) have it all. Using existing technology and one additional vendor solution we are able to realize our goal of a secure computing environment while maintaining a flexible, user-friendly environment.

**EDUCATION AND DOCUMENTATION**

Sign, Sign, Everywhere a Sign, BYOD - Build Your Own Digital Sign

Stephen Wassef, Wayne State University
William Klein, Valparaiso University Law School
Audrey Webster, Williamette University
Brian Yulke, New York University
Skip McFarlane, University of Oregon

2:30–3:30 PM • Alta-Brighton

Digital signage is a resource that many colleges have chosen deploy in various different solutions and models. The questions of which kind, how much to spend, where to place, and how can we tap into the potential of digital signage have all been asked. Panelists from several institutions will discuss their current digital signage products, deployments, administrative techniques, advantages/disadvantages, and future plans. We will investigate discuss several content management software products including: Concerto, Scala, and FourWinds. Several of these institutions are currently in the transitional period for digital signage. The panel’s goal is to help inform and advise other institutions who are either in the process of moving forward with a new solution or will be looking to do so in the near future.

**EDUCATION AND DOCUMENTATION**

Needs Analysis for Instructional Technology Projects

Trevor Murphy, Williams College
Judy Teng, Albany College of Pharmacy and Health Sciences
Randy Matusky, George Washington University

2:30–3:30 PM • Solitude-Sundance

Instructional media production in higher education is often rushed. Faculty propose instructional technology solutions to help deliver
content to students, and instructional technologists may create media to meet the faculty member’s needs. Often this process does not fully consider the needs of the students who ultimately use the finished product. Instructional tools and media can be enhanced by including a needs analysis before the development process begins. Information gathered from the intended users of the product can inform the product’s design. The authors will share examples of how needs analysis is conducted at their institutions, how needs analysis has shaped the products they create for instruction, and how not including a needs analysis can result in a less effective finished product.

3:30–3:45 PM  Break        Canyons Lobby

LEADERSHIP AND CAREER DEVELOPMENT

Nurturing a culture of collaboration

Kristen Dietiker, University of Washington

3:45–4:45 PM  •  Alta-Brighton

In 2012, the Department of Surgery at the University of Washington implemented Atlassian’s Confluence wiki product as a department intranet and collaboration space. Use of the product among various workgroups has grown organically and has contributed to improved information sharing and knowledge management. This paper will discuss the department needs and the issues that led to the adoption of Confluence; a brief technical overview of the architecture and design; the rollout process, including communication and training; and an examination of lessons learned and ideas for how our rollout could have been improved. Additionally, tips for increasing team collaboration and knowledge management, regardless of the system or application chosen, will be discussed.

EDUCATION AND DOCUMENTATION

Digital Orientation for New Student: Hiding the Tech Behind the Fun

Phinehas Bynum, St. Olaf College

3:45–4:45 PM  •  Wasatch

Engaging incoming students before and during their on-campus orientation can have beneficial outcomes for both the student and IT. However, it can be difficult to pique interest with talk of academic technology, device configuration, and digital security. Applying game-based learning makes engaging with academic tools, setting up a computer, and learning the campus IT rules interesting and maybe even fun. Existing tools can be used in new ways to efficiently accelerate IT outcomes. Examples include using a survey to gather statistics about incoming devices, creating a virtual hunt for the IT Help Desk in Google Maps Engine, and using a “what you and your roommate(s) are bringing to campus” Google Document to show the power of collaborative editing. Organized in an LMS like Moodle available and each tool has its own nuances and challenges.

At Penn State we have been circulating iPads for two years, and have developed many successful processes along the way. This presentation will cover the project from design to implementation as well as the shift from build to maintenance as the project has matured.

TECHNOLOGY

Riding the iOS Rollercoaster; Design, Implementation, Circulation and Support of iPads at Penn State Libraries

Alexa Spigelmyer, Penn State University  
Jeffrey Shawver, Penn State University

3:45–4:45 PM  •  Deer Valley

The circulation of iPads is a goal for many universities and colleges as they emerge as a major player in tablet technology. Unfortunately, there is very little research or documentation available to technical specialists trying to provide this service. There are a variety of tools
with badges and incentives, these disparate elements become a social organism that encourages participation, educates incoming students, and offsets the week one IT rush. Digital orientation can help students…

- Discover campus resources and learn where to get help
- Use tools that will help them in the classroom
- Learn how to connect an Xbox to the network…access the WiFi…etc…

Digital orientation can help IT…

- Gain information about incoming students relevant to support
- Increase visibility and initiate a positive first interaction
- Reduce onboarding confusion and frustration
- SAVE TIME

St. Olaf College recently piloted a digital orientation for incoming students using a combination of game-based learning and IT student work. This effort, though not without its hurdles, was well-received and achieved positive outcomes. With the ever-growing technological needs of our campuses and the comparative shortage of IT time, perhaps we can borrow from and expand upon learning paradigms like game theory to maximize what time we do have. Tapping into our collective expertise to further this pursuit will be the real fruit of this presentation.

**TECHNOLOGY**

**Unrestricted Secure Computing**

**John Tyndall, Penn State University**  
**Greg Madden, Penn State University**  
**3:45-4:45 PM • Snowbird-Powder Mountain**

IT departments have historically enforced security on end-user computers through a combination of software agents that restrict what the computer can do, mandate particular actions on the part of the user, report various pieces of information back to IT, regularly check for and apply updates, as well as policy restrictions that tell the computer user the various ways in which they are not allowed to use their machine. From a user perspective, this can be summarized as: IT takes a perfectly good computer and refuses to let you use it until they load it up with bloatware and tell you what you aren’t allowed to do. Because of this, IT is often seen as making computers less useful rather than more useful; IT is the “Department of No.” To refer back to a popular Dilbert character, IT is characterized as “Mordac, the Preventer of Information Services,” and there is a great deal of truth in the characterization.

In this paper we attempt to provide a framework by which IT can overcome these historical tendencies while still maintaining the security that we must necessarily have in order to protect the proprietary and sensitive data in use by our campuses, colleges, and departments. We recognize the primacy of importance of data protection (as opposed to device protection). We discuss the various agents that are installed on end-user computers and suggest means by which those agents might be removed (bloatware reduction). We discuss frameworks currently in place for data protection (e.g., SharePoint, Citrix) that might be utilized to begin removing usage restrictions from our end-user computers (i.e., restriction reduction). Finally, we propose a model in which both the software agents and the usage restrictions take place at the network level rather than at the level of the end-user computer, thereby freeing the end-user computer from the clutches of IT and releasing it into the wild to be used to its fullest by the end user.
technology professionals who do not aspire to become supervisors and directors and are content with their current jobs. Choosing to stay in a role presents its own challenges as there is a fine line between contentment and complacency. The information technology manager needs the employee to remain a productive member of the work team, to be willing to learn new skills and to adapt to different organizational structures over time. The employee needs to maintain a professional network and keep skills updated in case a reorganization or budget crisis leads to an unexpected job search. In this paper, I will discuss what I am doing to remain a satisfied and productive employee in the hopes that others might benefit from my experiences. I also plan to research this topic with a few IT managers in order to share any tips they can provide to those who supervise similar employees. The paper presentation will include time for discussion with those attendees who also find themselves in a career plateau either by choice or by circumstance and with those supervisors who manage plateaued employees.

**TECHNOLOGY**

**Simulation of Power Saving in a Private Cloud Environment**

Yukinori Sakashita, *Japan Advanced Institute of Science and Technology (JAIST)*  
Kanae Miyashita, *JAIST*  
Shuichi Kozaka, *JAIST*  
Satoshi Uda, *JAIST*  
Mikifumi Shikida, *JAIST*

8:30–9:30 AM • Deer Valley

Power shortages during the summer season have become a serious problem in Japan. At JAIST (Japan Advanced Institute of Science and Technology), students and staff received more than 25 requests about cut down on their use of power in July and August 2013. Therefore, reducing the amount of power consumed by the data center in JAIST has become a pressing issue. The data center centrally manages computing resources for all students and staff. And it provides 24-hour services. Consequently, while reducing power usage at the data center requires that infrastructure equipment be shutdown, the data center should have a minimal impact on services. However, it is difficult for administrators to understand whether the power can be reduced and the influence on services is a minimal impact. Because the data center installed virtualization techniques, and the connection between servers and storage become complexes.

**EDUCATION AND DOCUMENTATION**

**Status Updates: keeping the campus community informed**

Shawn Plummer, *State University of New York Geneseo*  
Laurie Fox, *State University of New York Geneseo*

8:30–9:30 AM • Solitude-Sundance

To keep the campus informed about scheduled maintenance and unscheduled outages, Geneseo uses a status system built on WordPress and a monitoring server running Opsview. We will show how we use the two of these systems to provide information to the college community and provide ways for users to check the status themselve. We will also talk about best practices for communication during emergencies and the use of social media to inform the community.
SERVICE AND SUPPORT

It’s an Incident Dr. Watson

Rick Joslin, HDI Executive Director
9:45–10:45 AM • Alta-Brighton

Support analysts need similar training to crime scene investigators. Both professions must leverage similar skills to be effective at work. The analyst is challenged to restore service, and the investigators are challenged to solve the crime. Both are solving puzzles. Structured problem solving (SPS) is a technique developed by Kepner-Tregoe. The Consortium for Service Innovation promotes the adoption of SPS within the incident management process. Law enforcement professionals utilize these techniques to solve cases.

In this presentation we will walk through the incident management process and relate the work to that of the crime scene investigator. Using the structured problem solving methodology within the incident management process, support analysts can learn to support customers the CSI way. Attend this session if you want to learn how to improve incident management and solve the crime efficiently.

TECHNOLOGY

Intrusion Detection: Tools, Techniques and Strategies

Vijay Anand, Southeast Missouri State University
9:45–10:45 AM • Deer Valley

Intrusion detection is an important aspect of modern cyber-enabled infrastructure in identifying threats to digital assets. Intrusion detection encompasses tools, techniques and strategies to recognize evolving threats thereby contributing to a secure and trustworthy computing framework. There are two primary intrusion detection paradigms, signature pattern matching and anomaly detection. The paradigm of signature pattern matching encompasses the identification of known threat sequences of causal events and matching it to incoming events. If the pattern of incoming events matches the signature of an attack there is a positive match which can be labeled for further processing of countermeasures. The paradigm of anomaly detection is based on the premise that an attack signature is unknown. Events can deviate from normal digital behavior or can inadvertently give out information in normal event processing. These stochastic events have to be evaluated by variety of techniques such as artificial intelligence, prediction models etc. before identifying potential threats to the digital assets in a cyber-enabled system. Once a pattern is identified in the evaluation process after excluding false positives and negative this pattern can be classified as a signature pattern. This paper highlights a setup in an educational environment to effectively flag threats to the digital assets in the system using an intrusion detection framework. Intrusion detection framework comes in two primary formats a network intrusion detection system and a host intrusion detection system. In this paper we identify different publicly available tools of intrusion detection and their effectiveness in a test environment. This paper also looks at the mix of tools that can be deployed to effectively flag threats as they evolve. The effect of encryption in such setup and threat identification with encryption is also studied.

LEADERSHIP AND CAREER DEVELOPMENT

Organizing Chaos: Student Workforce Management Tools

Andrew Lyons, University at Albany
9:45–10:45 AM • Solitude-Sundance

To successfully manage a student workforce, a manager must make sense and order of all of the interconnected elements involved, including hiring, scheduling (both initially and for changes), monitoring attendance, timesheets and payroll, and more. There are many tools available to address these needs, some specialized and some Swiss Army knives. I will discuss common managerial needs and how well some tools meet them in general, summaries of the tools and needs as implemented at a few institutions, and details of the tools we use at the University at Albany, what they do well, and where they need improvement.

SERVICE AND SUPPORT

The Future of Knowledge Management in the Support Center

Mark Fitzgerald, Boise St. University
9:45–10:45 AM • Snowbird-Powder Mountain

Support centers have been overrun by information. Categorization and cataloging have failed to keep us keep up. A new method is required. As we have entered the age of data we need a more human aspect to our training, knowledge management and day to day assessing of knowledge. Attendees will take away practical learning ideas and participate in discussion around key ideas such as Pie Principal, socialization of knowledge and information bubbles.
**CLOSING PLENARY**

**11:00 AM–12:30 PM**
Canyons Ballroom

Phil Gerbyshak, Social Media Trainer and Speaker, works with organizations to increase engagement by leveraging social media to create and deepen relationships. It’s not about the tools; it’s about the conversations.

Phil has been featured multiple times on WTMJ TV in Milwaukee and profiled in USA Today, the Financial Times, and The Wall Street Journal.

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**12:30–1:00 PM**
Box Lunch for Service and Support Workshop Attendees

**Bryce Ballroom**

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**SERVICE AND SUPPORT WORKSHOP: ADVANCE REGISTRATION REQUIRED**

**Mastering the Art of Difficult Conversations**

**Tom Bachmann**

1:00–4:30 PM • Bryce Ballroom

There is a reason we call them "difficult conversations". If they were "easy chats", we wouldn’t have to read a book or attend a seminar on how to navigate the challenging, emotional waters of dialogue. The last thing we want to do during our busy day is to go toe-to-toe with a business partner, a teammate, a spouse or a boss. What if there was a way to make difficult conversations less stressful? More results-focused? More positive and relationship-building instead of relationship-damaging? What if instead of fearing them, we stepped up to them? This seminar will give you the practical tools and insight into making your next difficult conversation a more positive and rewarding experience. Great for new managers focusing on developing interpersonal and leadership skills and for seasoned professionals who are either challenged by employees or looking to expand their existing communication skills.

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**2:30–3:00 PM**
Refreshment Break for Service and Support Workshop

**Bryce Ballroom**

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Mentoring is a brain to pick, an ear to listen, and a push in the right direction.
- John C. Crosby
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