IT Support Center Website Redesign

Presented by Teresa Gibbons

SALT Meeting
March 1, 2012
Goals

- Use Mason Visual Design
- Make information easier to find
  - Searchable
  - Consistent
- Include all parts of the ITU
- Assign ownership
  - Keep information current
Timeline

- Phase I: October 2010 – April 2011
  - Reviewed everything
  - Launched with Mason Visual Design April 2011
- Phase II: May 2011 – February 2012
  - Created Service Catalog Design
  - Identified Services not currently on site
  - Assigned Ownership
  - Collected Information
  - Launch with Mason Service Catalog Design planned for February 2012
Timeline (continued)

- Phase III: February 2012
  - Conduct Customer Outreach
  - Review Feedback
  - Make Adjustments
  - Final Launch Monday 3/5
Status – Where we are

Announcing the new IT SERVICES web site
The one place for all ITU Resources
Click here to preview the new site

Commonly Used Forms
- Request for Claim Code Reset
- Request for Access to Patriot Web
- Request for Resident Network Device Registration
- Request for Computer/Device/Printer Setup
- Staff/Faculty VCN Request Form
- Request for Guest Wireless Account
- Request for Software Installation
- Generic E-mail Account Request
- Request for Data Jack Activation
- Resident Technician Request
- Addendum for Host with Multiple Interfaces/ID/Domain Name

Planned Network Outages
- Support Advisory: Student access to mail.gmu.edu
- Support Advisory: Mac OS X Lion and Oracle Calendar
- Support Advisory: Mac OS X Lion and GOU Wireless
- Support Advisory: Using Remote Desktop Connection with Windows XP and Windows 7
- Support Advisory Archive
Status – Where we are going
Questions?

- Contact
  - TGIBBONS@GMU.EDU
  - 703.993.4828
MAC OSX Lion Installation

Information Technology Unit
IT SERVICES

About ITU | Alerts | Forms | IT News | Help

Search

Services for:
- Students
- Faculty & Staff

Service Categories:
- Accounts & Access
- Business Applications
- Computer Software
- E-mail & Calendar
- Help & Support
- IT Security
- Learning
- Network & Telecom
- Research
- Teaching
- Web Services

Info & Resources:
- Alerts & Outages
- Downloads
- Forms
- IT News
  - Technology Changes That Impact Teaching & Learning
  - Mac OS X Lion and GMU Wireless
  - Remote Desktop Problems on Windows XP
- Policies
- Systems Status & Metric

OSX Lion Installation

This university has a license agreement that allows the installation of OSX Lion on a limited number of computers. We must maintain a database of the systems on which the upgrade has been installed. This process ensures your installation is accounted for.

Prior to upgrading you should be aware of the following:

Minimum Requirements:
- Mac computer with an Intel Core 2 Duo, Core i3, Core i5, Core i7, or Xeon processor
- 2GB of memory
- OS X 10.6.0 or later (10.6.8 recommended)
- 7GB of available space

Known Issues in Mason's environment:
Rosetta is not supported in Lion, that means that the Oracle Calendar Client won't work. Also, any application in System Information listed as Classic or PowerPC will not work.

The work around for Oracle Calendar is to use the web portal. If that is acceptable:
To check for applications that won't work with Lion:
- Find the magnifying glass in upper right corner and click.
- Type System Information.
- Click System Information.
- System Information is organized by Hardware, Network, Software.
- Choose Software / Applications.
- In column it 'Kind' double clicking header will sort.
- Look for anything with a listing of Classic or PowerPC (neither will work).

If your computer meets the minimum requirements and you accept the known issues, you have 2 options to complete the Lion installation: Soft Reset or Full Reset.

NOTE: For multiple computers, please send a message to support@gmu.edu to coordinate the installation.

ITU Support Center | Innovation Hall, Room 233 | 703-993-6670 | support@gmu.edu

Where Innovation Is Tradition
MAC OSX Lion Installation – Self Serve

OSX Lion Self-Serve Installation Path
The Self-Serve path is designed for customers who are able to perform the upgrade themselves.

1. You have verified that your system meets the minimum requirements.
2. You accept the Known Issues.
3. You will backup your Mac to an external drive.

To Back-up your Mac
1. Plug in an unused USB external hard drive at least as large as your internal drive.
2. Turn on Time Machine in System Preferences.
3. Time Machine will ask a few simple questions and then backup your drive.
4. Verify your backup is valid.

The ITU will let you know when the upgrade is ready for your computer.
To start the upgrade you must change your startup disk to Lion Install v5 Network Disk. After it is activated, shut Restart.
This process will take about 45 minutes and should not be interrupted.
1. After the restart you must agree to Apple’s EULA and choose the hard drive to upgrade. Usually this is named Macintosh HD.
2. The Upgrade will install Lion v10.7, Lion 10.7.2 Combo Update, Lion Java, and a Recovery Partition update.
3. The speed will vary with network connection and hard drive speed, but should be about 45 minutes.
4. You should run Software Update when the Lion upgrade is finished to verify that you have the latest Apple patches.

Note: This request will incur a $30.00 service charge if the assistance of a TIS Desktop Technician is needed to complete it.
To Self-Serve the OSX Lion Installation please complete the Request Form.
OSX Lion Full - Serve Installation Path

The Full-Serve path is designed for customers who would prefer the ITU assist them with the installation.

The ITU technician will:
1. Verify your system meets the minimum requirements
2. Notify you which applications on your computer use Classic or PowerPC and discuss options with you.
3. Assist you with backing up your data

This request will incur a $30.00 service charge, to Full-Serve the OSX Lion installation please complete the Request Form.
MAC OSX Lion Installation – Form