



Developing a Valuable Tool for IT Staff:

Increasing Efficiency and Communication
with an Intranet

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[Objectives]

- About Bucknell and ISR
- The Design
- Site Tour
- Technology used
- Selected Examples
- Staff Reactions

About Bucknell and ISR

- Bucknell University is a private liberal arts university with 3500 students and 1000 faculty/staff
- Information Services & Resources (ISR), formed in 1997, is the combination of the library and the computing services
- Consists of approximately 95 staff located in two buildings

[Background Information]

- Redesign of ISR web site (<http://www.isr.bucknell.edu>) moved many forms and utilities that were commonly used by ISR staff
- Web team envisioned a site that provided access to these tools
- The organization's development team (ODT) approached us about creating a site with development resources for staff
- Combined the ideas to create the ISR Intranet

[Background (continued)]

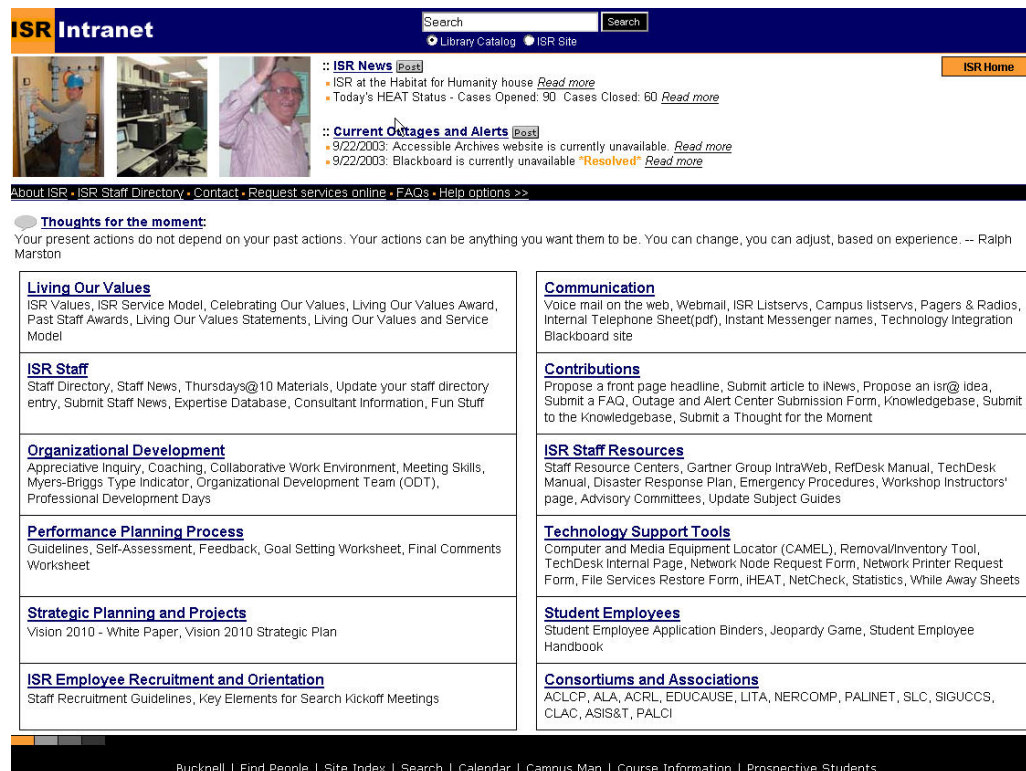
- The Intranet was designed to:
 - Provide access to strategic planning, performance planning and professional development materials
 - Create a single place for the staff to access forms, tools and resources
 - Create an online community to foster communication and sharing among staff

[The Design]

- Started as a simple list of links, rapidly expanded due to suggestions from staff
- Intranet is modeled after the “External” site in both form and function
- Recognized the need for the staff to feel ownership of the site
- Continually working with ODT and staff to enhance the site

The Site

- Intranet is restricted to ISR staff through domain authentication



ISR Intranet Search
Library Catalog ISR Site

ISR News [Post](#)
• [ISR at the Habitat for Humanity house](#) [Read more](#)
• [Today's HEAT Status - Cases Opened: 90 Cases Closed: 60](#) [Read more](#)

Current Outages and Alerts [Post](#)
• [9/22/2003: Accessible Archives website is currently unavailable.](#) [Read more](#)
• [9/22/2003: Blackboard is currently unavailable "Resolved"](#) [Read more](#)

[About ISR](#) • [ISR Staff Directory](#) • [Contact](#) • [Request services online](#) • [FAQs](#) • [Help options >>](#)

Thoughts for the moment:
Your present actions do not depend on your past actions. Your actions can be anything you want them to be. You can change, you can adjust, based on experience. -- Ralph Marston

| | |
|---|---|
| <u>Living Our Values</u> ISR Values, ISR Service Model, Celebrating Our Values, Living Our Values Award, Past Staff Awards, Living Our Values Statements, Living Our Values and Service Model | <u>Communication</u> Voice mail on the web, Webmail, ISR Listservs, Campus listservs, Pagers & Radios, Internal Telephone Sheet(pdf), Instant Messenger names, Technology Integration Blackboard site |
| <u>ISR Staff</u> Staff Directory, Staff News, Thursdays@10 Materials, Update your staff directory entry, Submit Staff News, Expertise Database, Consultant Information, Fun Stuff | <u>Contributions</u> Propose a front page headline, Submit article to iNews, Propose an isr@ idea, Submit a FAQ, Outage and Alert Center Submission Form, Knowledgebase, Submit to the Knowledgebase, Submit a Thought for the Moment |
| <u>Organizational Development</u> Appreciative Inquiry, Coaching, Collaborative Work Environment, Meeting Skills, Myers-Briggs Type Indicator, Organizational Development Team (ODT), Professional Development Days | <u>ISR Staff Resources</u> Staff Resource Centers, Gartner Group IntraWeb, RefDesk Manual, TechDesk Manual, Disaster Response Plan, Emergency Procedures, Workshop Instructors' page, Advisory Committees, Update Subject Guides |
| <u>Performance Planning Process</u> Guidelines, Self-Assessment, Feedback, Goal Setting Worksheet, Final Comments Worksheet | <u>Technology Support Tools</u> Computer and Media Equipment Locator (CAMEL), Removal/Inventory Tool, TechDesk Internal Page, Network Node Request Form, Network Printer Request Form, File Services Restore Form, iHEAT, NetCheck, Statistics, While Away Sheets |
| <u>Strategic Planning and Projects</u> Vision 2010 - White Paper, Vision 2010 Strategic Plan | <u>Student Employees</u> Student Employee Application Binders, Jeopardy Game, Student Employee Handbook |
| <u>ISR Employee Recruitment and Orientation</u> Staff Recruitment Guidelines, Key Elements for Search Kickoff Meetings | <u>Consortiums and Associations</u> ACLCP, ALA, ACRL, EDUCAUSE, LITA, NERCOMP, PALINET, SLC, SIGUCCS, CLAC, ASIS&T, PALCI |

Bucknell | Find People | Site Index | Search | Calendar | Campus Map | Course Information | Prospective Students

[Site Wide Technology]

- Considerable use of Active Server Pages (ASP), Microsoft Access, and SQL Server databases
- Server-side include commands on every page, providing:
 - Common look and feel for the site
 - Dynamic breadcrumb navigation trail
 - “Comments” button for user feedback

Computer and Media Equipment Locator

- Evolved from an Excel spreadsheet into a searchable database
- Includes web-based user and administrative interfaces accessible to tech support team
- Provides information about every technology classroom and computer lab
- Future plans include the addition of digital floor plans of each facility

[Outage and Alert Center]

- External “public” view, and an internal administrative interface
- Primary function is to communicate timely outage and virus information to the campus community
- Staff enter planned or unplanned outages into a form
- Sends message to tech support staff pagers
- Editors approve and post submissions

[ISR Staff Directory]

- Internal and external portion
- 99% of the ISR web pages, internal and external, have a link to the staff directory
- ISR staff can update their directory entry including a short description of their responsibilities, and expertise.
- Future plans include moving to LDAP, adding job descriptions, photos, publications and presentations

[Student Employee Application Binder]

- Born from the desire to make application process more efficient
 - Eliminate paper
 - Wider distribution to entire group of student supervisors
 - Email notification of new applications
- Supervisors view list of applicants
- Notes can be shared about applicants
- Provides archive and communication mechanism

[Staff Reactions]

- Staff appreciate having an internal site
- Feedback has been positive overall on the design and content
- Staff regularly make suggestions for content and format

Interested in developing your own Intranet?

- What is the goal of your site?
 - Archival vs current information
- What information will be made available?
- How will you categorize the information?
- Who will maintain the site's content?
- How will you get staff to use the site?
- What sections of the site can be dynamic?

[Thank you]

- Web Address

- <http://www.isr.bucknell.edu>

- Contact Information

- Ryan LeBreton – lebreton@bucknell.edu
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