The Support Center is busy. With only 5 full-time staff and a handful of part-time student workers to service the needs of the entire campus, the Support Center is always busy.

Every year the staff of the Support Center handle over 10,000 requests for computer assistance. When asked how much software they each need to know, they all chuckle and admit they need to be familiar with almost every piece of software that is used on campus ... by everyone.

But the Support Center staff do more than answer phones and emails. Each team member supports a specific building or a suite of issue areas. Jim Christ, a former professional bass fisherman, takes charge of the Administration building and all the computer systems and customers therein.

Andy Evans, who programs apps at home and recently consulted with the group behind the Firefox browser, is the team’s Mac imaging specialist and he mentions that any day the staff could be working on dozens of issues.

George Quinton is responsible for all hardware fixes for the Support Center and when it’s very quiet, you can hear him listening to violin music as he makes repairs.

Andy Walton liaises with other teams within IT and assists with keeping the backbone systems working smoothly. When not in the office, Andy brews up a rather tasty beer.

"Technology support is a moving target," says Mike Fletcher, Manager of the Support Center, "There’s virtually no training for this type of support." Support Center staff are always researching new solutions to problems and working closely with their peers at other campuses and institutions for the newest fixes to problems.

Gary Allison, a recent hire to the Support Center with 25 years of experience, says that the most important thing the campus needs to know is, “We’re here to help.”

No one should hesitate to call the Support Center at 520-5555, option 2 or email them at helpdesk@iusb.edu
Dear Campus Community,

I don’t believe there has ever been a point in history when technology has evolved so quickly. Technology has dynamically altered the way in which people communicate and exchange ideas. Models for data collaboration between individuals who are located virtually anywhere are no longer conceptualized only in science fiction, they are here.

Mobile technologies untether us from desktop computers and attached file storage. Cloud data storage allows the sharing of files with other people, and allows files to be automatically synchronized on multiple computer devices. With these new options, users will need to be more aware of the security of their data and mobile computing devices.

Previously, individuals have relied on IT professionals to manage access to data and to secure the perimeter around network computers and data storage. However, cloud based data storage and data-to-device synchronization will task each of us with viewing data differently. We will need to view data by its potential sensitivity and employ safeguards accordingly.

With this new technological empowerment, those who handle University data need to be especially vigilant. In the interest of protecting University data and reputation, I hope we will all take advantage of emerging communications regarding evolutions in data access and mobile device security.

Bruce Bryner
Lead Security Analyst

Bruce Bryner accepts new university-wide post

Bruce Bryner has taken on a new, broader role in serving the information security needs of IU. Bruce’s IT experience and knowledge of IT security will be better leveraged across IU as Bruce is now a member of the University Information Security Office (UISO) as their Lead Security Analyst.

Bruce’s office will remain here and he will continue to perform IT security functions for the South Bend campus. Additionally, he will provide security related consultation to the other regional campuses and provide UISO and UIPO with a regional campus perspective.

On a University wide scale, Bruce will perform security reviews of new software, systems, and service implementations which involve protected classes of data.

He will remain integrated with South Bend UITS by attending various meetings, and continuing to engage in consultation.
Kevin Jackson, Hardware Technician/Asset Coordinator

Responsibilities include receiving and tracking all computer assets on campus; upgrading faculty and staff computers; disposition of old computer equipment.

What do you like about working in IT at IU South Bend?

The people here are great, and not just the IT staff but all the faculty and support staff are always willing to respond to a question or assist in resolving a problem.

What brought you to IU South Bend?

I moved here from Phoenix to help care for my parents who have recently passed on. Having spent 20 years with computer and telecommunications companies at various client support levels, working for the university’s IT department was a good fit.

What do you like to do in your free time (hobbies, interests)?

Between taking care of a spouse and a house and a yard I don’t see much free time, but I’m planning a few trips to Phoenix this summer so I can get back to trail-riding on ATVs. Boys like to play in the dirt.

Can you tell us something about yourself that might surprise others?

I’m probably the only person in town who is not a Notre Dame fan, and probably the only person in town who doesn’t have a cell phone.

Benefits of Box at IU

Data storage flexibility & functionality are right at your fingertips with an IU Box account. Listed below are some of the benefits of using IU Box.

It’s free

Indiana University provides every student, faculty and staff member with 50GB of storage.

Access it anywhere

Users have remote access to data and files any time and from anywhere with an internet connection.

Use it on multiple devices

Use Box on your computer, laptop, tablet, or other smart devices.

Work across platforms

Sync up files from Windows and modify it on Apple OS and Linux or vice versa.

You decide what to sync

Box lets you decide which folders automatically sync to have the most recent and up-to-date information available where you need it.

It’s good to share

Box’s cloud environment encourages collaboration – share and discuss documents with others inside and outside of IU.

Manage files

Keep track of multiple versions of your document automatically and lock documents while editing, so others can’t accidentally overwrite your changes.

Back up essential files

Everything you save in a synced Box folder is automatically copied, not only to “the cloud” but also to other devices connected to your account.

One less thing to forget or lose

Become less reliant on portable storage devices.

My favorites … Top 5 (Apple iOS) Apps from Staffer Ginny Jones

#1 Facebook

Need I say more?

#2 Instagram

What better way to share snapshots with friends than to have the capability to crop and add filters!

#3 Pinterest

You can find all things on Pinterest! It is an online bulletin board where you can set up your own virtual bulletin boards according to subjects and also follow “pins” from other people.

#4 Flashlight

Love this app as it has come in handy during power outages, reading to my granddaughter in the dark, and general shedding light into a dark situation. I haven’t had the need to use the flashing light feature, but you never know.

#5 Coupons

Joann/Michaels/Hobby Lobby – No more coupon clipping. Just download the app and show the coupon at the checkout. Simple!
How do you use information technology in your work?

IT is crucial in my everyday functioning. Now even our office phones are on IT driven lines. I use IT resources in accessing the internet to do a variety of research. IT is important for me to access Simmons database, ARC GIS, and other library based information sources. IT is crucial for me to stay in touch with my students, colleagues, local and international research collaborators, recruiters of my students, members of the boards I am involved with (like American Marketing Association Michiana chapter), donors and sponsors, etc.

Tell us about a positive experience you have recently had with UITS (IT).

I think the new phone service is very good. Finally, we professors can know when someone leaves us a message at our office. Previously, we had to keep calling our phones to check and see if there were messages. The new phones also provide some hilarious moments when they try to transcribe our messages. We can also now have a group conference easily using the new lync phones. PC or MAC?

I have always been a PC person but recently I have begun to appreciate Apple technology more thanks to the iPad. The PC is still most useful for writing papers, conducting research, saving and retrieving files, etc. But the iPad has become more useful for browsing conveniently. I have managed to fill any short gaps of time by quickly starting up my iPad and reading up on my emails or other business-related information. But I am not a MAC computer person at all. I find them to be having too much of a learning curve.

What technology can you not live without and why?

Outlook mail is my connectivity line. It not only lets me stay in touch with all parties but also lets me organize my work. Internet is a crucial source of ad samples and other promotional material examples for me. My students cannot turn in their submissions (and be the Top 10 teams that we have been for the past four consecutive semesters in national competitions) if we did not have the Adobe Suite of software, specifically Photoshop and Premiere Pro.

How will your relationship with technology change in the next 5 years?

I am not sure but the way things are moving in social media, I think we all will be using that as primary communication channels. I have heard that Facebook is allowing people to make calls not only through skype but also soon they will have their own service. Similarly I think the day is not far that all phones will be on the web and with cameras. There will only be video calls and not phone calls anymore. We will have to deal with keeping ourselves looking great for this purpose, I think ☺. Hence, if consumer relevance is the main criteria for accessing them, all businesses will have to move to social media and provide information there. Hence, IUSB may have to move its full website with all its functionality to Facebook at some point of time in the future.

LinkedIn is a major recruiting and networking website. Recently, they have opened up their platform to advertisements and other applications developed by outside firms. That means that LinkedIn could now become another social media interactional website. This means that IT will be used to now run b-to-b as well as b-to-c campaign on LinkedIn. For example, it is possible that salesmen might use LinkedIn to target their firm’s products. Since LinkedIn has the full work experience and personal profile of most business executives and very few fake accounts (unlike other social network e.g., Facebook), this is a distinct marketing advantage. People who need jobs do not create fake accounts.