1. Executive Summary

Computer Help Desk Software for the College of Law Library.

<table>
<thead>
<tr>
<th>One-time Costs</th>
<th>Ongoing Costs</th>
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<tr>
<td>$4,000</td>
<td>15% per year ($600) for annual maintenance contract that includes all upgrades.</td>
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2. Project Description

As the College of Law receives additional computers both for its computer lab and mini-computer labs in study rooms, the task of efficiently handling requests for assistance will become a larger problem. Improving communications and technical support to law students within the library is very important.

With the Help Desk Software, we can improve service to our students.

This software will help better manage computer support of software and equipment. We can solve problems in a timely manner. It will also create a searchable resource for students. Students can view previous computer problems and their solutions via an Internet site. From the incident reports and work requests, the law library staff will have a knowledge base of support documents. When students report the same problem or ask the same question, the staff can draft notes that explain the problem and its solution. Currently, the computer lab staff has several helpful handouts for students, however, with the help desk software, the staff will be more aware of various problems and questions. The computer staff can also determine student training needs and pinpoint problem areas that need attention.

3. Relevance to Regents Guidelines

The Regents Guidelines discuss access to technology (#1), along with training students to use...
instructional resources (# 4). Fast and efficient help, when needed, is very important to our students. The Help Desk Software will provide better access to technology and, by compiling problems and questions, the computer staff can determine student training needs.

4. Justification of One-time Funding Requirements

Cost of software: $4,000.

5. Continuing Funding Requirements

The annual maintenance contract will cost $600/year for upgrades.

6. Accountability of Funds

One time funds will be spent for software.

7. Impact on Computing/Network Infrastructure

The software is easy to install and use.