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
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.
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.
Intranet is restricted to ISR staff through domain authentication.
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

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