

NDSU

NORTH DAKOTA STATE UNIVERSITY, FARGO

IMAGENOW USER'S GROUP

October 22, 2009

USER'S GROUP GOALS

- Communicate & Share Ideas with Others
 - Discuss What Works / Best Practices
 - Discuss Common Problems & Issues
 - Coordinate Efforts
 - Share Knowledge & Coordinate Training efforts
- Promote use of ImageNow across campus

TODAY'S AGENDA

- Introductions
- License Counts / Budget Review
- Server & Client Upgrade Update
- Office & User Issues
- Training Opportunities
- User Group Discussion

**** Please sign the sign-up sheet going around table****

LICENSE COUNTS BY OFFICE

Office	# of Licenses	User Avg.	# of Users
Admission	10	6	19
Grad School	5	2	12
HR/Payroll	3	1	16
ITS	2	--	--
Reg. & Records	12	11	33
Residence Life	2	3	21
TOTALS	34	23	102

BUDGET REVIEW

Maintenance & Support Fee – Due January 1st

Office	# of Licenses	Fee/License	Total
Admission	10	\$746.95	\$7,469.50
Grad School	5	\$746.95	\$3,734.75
HR/Payroll	3	\$746.95	\$2,240.85
ITS	2	\$746.95	\$1,493.90
Reg. & Records	12	\$746.95	\$8,963.40
Residence Life	2	\$746.95	\$1,493.90

BUDGET REVIEW

Server Cost Estimate – July 1, 2010

- \$2,956.67 (per office)
- currently shared across 6 offices

SERVER / CLIENT UPGRADES

Jon Bronken (ITS/ECI)

- Server Upgrades
 - Operating System re-install (64- to 32-bit)
 - will allow for WebNow use in future
 - Installation of additional disk storage hardware

- Client Upgrade to version 6.4

HOW TO – ADD NEW USERS

- Submit Help Desk Ticket
 - Help Desk adds “ImageNow” service to Enroll page
 - Ticket is forwarded to Jon
- Jon creates new user account on server
- Jon sends username/password to Viet
- Viet creates password letter & delivers to user

OFFICE & USER ISSUES

- Document Search / Timeout Issues
 - Hoping for improved results after upgrade?!?
- Searching Tips & Tricks
 - Use “Equal To” instead of “Contains” or “Starts With”
 - Change “Days” drop-down
 - Use “Advanced” tab to create search criteria
 - “Views” will be available after upgrade

TRAINING METHODS

- Current Training Model
 - Each office sends someone to ImageNow training
 - Individual is assigned “Manager” role in ImageNow
 - Serves as support contact for that office
- How are offices currently training staff?
- ITS training possibilities
 - Possible, but limited
 - Classroom training would use system licenses
 - More likely under campus-wide model

TRAINING OPPORTUNITIES

- Online Webinars
 - 1st & 3rd Fridays of the Month
- ImageNow Support Portal
 - Go to web site or contact ImageNow to register
- INspire @ Kansas City, April 25-28
 - \$1,150/person (before January 15)
 - \$1,250/person (after January 15)
 - Group Pricing (4th person's registration is FREE)

USER GROUP DISCUSSION

- Is there interest?
- Scope
 - Campus (who should attend?)
 - NDUS (BSC, Minot, NDSCS, UND, Williston)
 - Regional (Twin Cities Regional User's Group)
- Frequency
 - How does once per semester sound? (3x a year)

USER GROUP DISCUSSION

- Next Meeting Date?
 - Spring Semester
 - January? (prior to budget submission deadline)
- Suggested Topics?
 - New license purchases, upgrades, and add-ons
 - What's New with Version 6.4 (after upgrade)
 - Demonstrations
 - Training Needs

COMMUNICATION METHODS

- Web site
 - www.ndsu.edu/registrar/imaging
- Group Email / Listserv
 - ITS: How do we go about setting this up?

**** Please sign the sign-up sheet before leaving****

THANK YOU!