

# Continuing to Work when Broad-Use Technologies Fail

2018 UNT CLASS, CoS, and Mayborn Business Continuity Plan—Inaugural Edition

## **START HERE**

### **When technology problems interfere with your work:**

1. Look for the technology name (or similar terms) in the index on page 65. If an entry displays a bold page number, start with that page.
2. If the above does not work, contact an appropriate group by searching through the contacts lists, beginning on page 56.
3. If the above does not work, think of similar problems you overcame in the past and then find ways to keep working/helping us advance education and research.

### Use Tips

In case you cannot access the web site in the future, save a version for yourself from the [itservices.cas.unt.edu/about](https://itservices.cas.unt.edu/about) web site:

- Most software enables you to click reference page numbers to jump to that page.
- When using Adobe Acrobat, you may also use bookmark navigation.

Reference a physical copy in your academic department office.

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## Business Impact Analysis

The following five pages, up to the Business Continuity Plans section, prove mostly useful for Computing Committee members to review and update this document in the future.

The following pages *may* serve you by showing how much our colleges, *in general*, can continue doing their primary work when the given technology fails. The pages also convey how much of your data we can lose and still, as an organization, continue to fulfill our *general* education and research objectives. Your colleagues came up with these values on behalf of our broad user base, and many of our users, perhaps you, have special interests this document does not reflect.

Nothing ever works as well as we might hope and nobody can predict everything to expect in the future. So, please remember this overall work endeavors to help during technology problems, but **does not guarantee any level of completeness or performance**.

We can make it better. Please contact your Computing Committee representative to learn about the reasoning that went into items and, if appropriate, promote reconsideration of ideas for future academic years.

The Business Continuity Plan (BCP) Business Impact Analysis (BIA) list below was derived from an October 6<sup>th</sup>, 2017 survey of Computing Committee members, some of whom shared the survey with additional colleagues. The committee includes faculty and staff representatives from CLASS, CoS, and Mayborn. The open question survey results were simplified from 47 to 22 items and IT staff refined the resulting technologies to promote discreteness and completeness.

Column definitions/purposes:

- **Technology:** The digital and/or physical item which our faculty and staff use to educate, research, and/or support those activities.
- **Allowable Downtime (RTO):** Recovery Time Objective is the time our organization, *in general*, can deliver acceptable service without the *use* of the respective technology. E.g., employees who use “Data storage – Cloud” technology can work around an outage for about 12 hours before it begins to negatively impact production.
- **Recovery Priority:** *In general*, if more than one technology is concurrently unavailable, units responsible for the technology should focus effort on restoring the most important technologies.
- **Allowable Data Loss (RPO):** Recovery Point Objective is the amount of data our college/school, *in general*, can lose while still maintaining acceptable production levels. E.g., employees using “Data Storage – Network Drive” can work-around the loss of 24 hours of data.
- **Locations and responsibilities:** A sense of what will be damaged depending on our understanding of where damage occurred along with who must take care of the problem.
- **BCP Drafter:** The Computing Committee member’s last name who agreed to write a Business Continuity Plan for the respective technology. The plan endeavors to help sustain acceptable production levels as long as possible.

The list in primary order of Recovery Priority and secondary order of Technology follows.

| Technology  | Allowable Downtime (RTO) | Recovery Priority | Allowable Data Loss (RPO) | Locations (app, data, thing) and responsibilities           | BCP Drafter |
|---|--------------------------|-------------------|---------------------------|---|-------------|
| Authentication - Institution<br><br>Ex. AMS.unt.edu, Microsoft AD, Shibboleth, LDAP, etc. | None                     | 1. High           | N/A                       | UNT System ITSS manages broad, institutional authentication | Ordonez     |

| Technology  | Allowable Downtime (RTO) | Recovery Priority | Allowable Data Loss (RPO) | Locations (app, data, thing) and responsibilities  | BCP Drafter |
|---|--------------------------|-------------------|---------------------------|--|-------------|
| Computer - Classroom  | 1 class                  | 1. High           | N/A                       | UNT CSS  | Kim         |
| Data storage - Cloud<br><br>Ex. OneDrive, Dropbox, Google Drive, etc.                         | 12 hours                 | 1. High           | 24 hours                  | OneDrive: Microsoft<br><br>Web: UNT System ITSS<br><br>Third Party Services: Vendor-specific   | Hensel      |
| Data storage - Network Drive<br><br>Ex. CAS Home H:, CAS Shared S:, and CAS Research R: drive | 12 hours                 | 1. High           | 24 hours                  | UNT System ITSS  | Ordonez     |
| Email   | 12 hours                 | 1. High           | 12 hours                  | Active mail apps:<br>• Local desktops/laptops: UNT CAS<br>• Phone and tablet: User<br><br>Server/service:<br>• Web server: Microsoft<br>• Account and access: UNT System ITSS<br>• User data: Microsoft<br><br>Archives: See Data storage. | Davis       |
| Facility<br><br>Ex. Lighting, access, chairs, HVAC, etc.                                      | 2 hours                  | 1. High           | N/A                       | All UNT building facilities are maintained by UNT Facilities   | Christian   |

| Technology  | Allowable Downtime (RTO) | Recovery Priority | Allowable Data Loss (RPO) | Locations (app, data, thing) and responsibilities  | BCP Drafter |
|---|--------------------------|-------------------|---------------------------|--|-------------|
| <b>Network - Campus Wired</b>   | 4 hours                  | 1. High           | N/A                       | UNT campus wired networks: UNT System ITSS   | Lewis       |
| <b>Network - Internet</b>   | 4 hours                  | 1. High           | N/A                       | UNT campus wireless networks: UNT System ITSS  | Gehrlein    |
| <b>Servers - Virtual</b>  | 12 hours                 | 1. High           | 24 hours                  | UNT System ITSS manages server instance deployment, including virtual data disks<br>UNT CAS manages software installation, maintenance, and permissions management | Christian   |
| <b>Web App - Cognos</b>   | 3 workdays               | 1. High           | N/A                       | UNT Finance and UNT System ITSS  | Ellis       |
| <b>Web App - Learning Management System</b><br><br>Ex. Blackboard LEARN, Canvas, etc.                               | 24 hours                 | 1. High           | 24 hours                  | UNT CLEAR  | Davis       |
| <b>Web App - PeopleSoft HR</b><br><br>Ex. Time entry and time approval  | 2 workdays               | 1. High           | None                      | UNT System HR and UNT System ITSS  | Ellis       |
| <b>Printer - Networked</b><br><br>Ex. Workgroup and MFP (MultiFunction Printer, copier, scanner, and sometimes fax) | 48 hours                 | 2. Medium         | N/A                       | Department Specific and jointly managed by department, vendor, and UNT CAS   | Marshall    |

| Technology   | Allowable Downtime (RTO) | Recovery Priority | Allowable Data Loss (RPO) | Locations (app, data, thing) and responsibilities   | BCP Drafter |
|--|--------------------------|-------------------|---------------------------|---|-------------|
| <b>Web App - Electronic Journals</b>   | 24 hours                 | 2. Medium         | N/A                       | UNT Libraries   | Marshall    |
| <b>Web App - OTRS</b><br><br>Ex. Email auto attendant and change request tracker for CAS services like the service desk (casits@unt.edu), email (cas-postmaster@unt.edu), etc. | 48 hours                 | 2. Medium         | 24 hours                  | UNT CAS   | Rhoads      |
| <b>Web App - Resource Management</b><br><br>Ex. Checkin, iCheckin, WebCheckout, etc.   | 24 hours                 | 2. Medium         | 12 hours                  | iCheckin and Checking is managed by UNT UIT.<br><br>Web Checkout is jointly managed by UNT CAS and WebCheckout. | Christian   |
| <b>Web App - Service Now</b><br><br>Ex. Incidents and problem ticketing/tracking/routing.  | 1 week                   | 2. Medium         | 24 hours                  | UNT System ITSS   | Giesecke    |
| <b>Computer - Lab</b><br><br>Ex. Computer, research, etc.  | 5 days                   | 3. Low            | N/A                       | Lab   | Gehrlein    |

| Technology  | Allowable Downtime (RTO) | Recovery Priority | Allowable Data Loss (RPO) | Locations (app, data, thing) and responsibilities                                      | BCP Drafter |
|---|--------------------------|-------------------|---------------------------|--|-------------|
| <b>Computer - User</b><br><br><b>Ex. UNT-owned desktop or laptop.</b>   | 5 workdays               | 3. Low            | N/A                       | User   | Hensel      |
| <b>Data presentation and sharing - Class</b><br><br><b>Ex. Data projector, television, camera, powered podium, etc.</b> | 48 hours                 | 3. Low            | N/A                       | Any UNT Classroom: UNT CSS   | Kim         |
| <b>Data storage - Local Drive</b><br><br><b>Ex. Flash/USB drives, C:, Macintosh HD, etc.</b>                            | 5 workdays               | 3. Low            | 24 hours                  | User is responsible for local data confidentiality level, integrity, and availability. | Lewis       |
| <b>Network - Campus Wireless</b>  | 5 days                   | 3. Low            | N/A                       | UNT campus wireless networks: UNT System ITSS  | Rhoads      |



## **Business Continuity Plans**

The following pages include a plan for each broadly-used technology, with technology-specific assessment, and actions that benefit most of our business activities.

The titles may seem strange to most readers because they exist, primarily, to help with document organization and maintenance. **We strongly recommend users follow the instructions on the cover page of this document.**

Each plan on the following pages includes:

- Technology overview with examples and references to other technologies upon which it may rely.
- Problem assessment
- Possible self-solutions
- Methods to alert the appropriate people to problems (along with solutions you discover)

## Authentication - Institution

Related Words: Login, ID, UNT Login, Password, Web Login, Windows Login, AMS.unt.edu, LDAP, Microsoft AD, Shibboleth

To limit access to information, a login name and password are required. Authentication in the present context is primarily the process of confirming that a password is correct for the given login name.

Typical login types include:

- AMS.unt.edu
- Microsoft AD
- Shibboleth
- LDAP

Also see:

- Anything system wide with a UNT login

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Identify *symptoms*:

- Login access page fails to show
- Login access fails

Identify *scope*: Ask coworkers if they are having the same login problems.

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Try this:

1. Visit the AMS.unt.edu web site and verify your password. If you cannot login there, you may reset your password there.
2. If that doesn't work, remove/disconnect from network and login to force use of locally cached credentials

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. If you need help in the near and/or long term, let the appropriate people know.

Gather the following information before calling support staff:

- Your name and phone number or other method of communication that doesn't require authentication
- Your computer types (Windows, MacOS, etc.)
- Your connection software (Windows, MacOS, Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried to implement to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Scope                                | Contact                |
|--------------------------------------|------------------------|
| University wide                      | UIT Helpdesk (page 56) |
| College, School, or select buildings | CAS (page 56)          |

## Computer – Classroom

Related Words: Classroom, Computer, ICL, Instructional Computer Lab

Classroom computers provide tools we use to teach, research and learn – along with all the activities we do in support of those endeavors.

Also see:

- Facility
- Data Presentation and Sharing – Classroom
- Network – Campus Wired
- Data Storage

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Computer:
  - No lights means no power
  - Lights on, but keyboard/mouse does not work
- Monitor:
  - No lights means no power

Example of how to identify *scope*:

- Do computers in nearby classrooms work?
- Are they able to do what yours cannot?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Try this:

- Computer
  - If computer is not responsive, restart the computer: turn off the computer by pressing and holding the power button for a few seconds. Press the power button again to turn it on.
  - Assuming the projector control is working on the classroom computer, find a laptop computer. Connect the laptop to the connector panel and select an appropriate source for the laptop connection.
  - Use writing surface, like a blackboard or whiteboard as an alternate.
- If the problem persists long term, find a substitute room. For example, visit <http://studentaffairs.unt.edu/university-union/classroom-reservations> for room reservation or email room reservation request to [classroomreservations@unt.edu](mailto:classroomreservations@unt.edu)

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Problem location (e.g., building and room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact                                     |
|----------------|---|
| Classroom      | CSS (page 56)                               |
| Computer Lab   | Computer Lab Managers (page 58)             |
| Other room     | Facility Building Representatives (page 65) |

## Computer – Lab

Related Words: Computer, ICL, Lab

Computer Labs provide students with computer-based technology access and support to broaden and enhance learning, proficiency, and progress in their academic endeavors. They are an essential component to students achieving their academic goals.

Typical lab examples by type from least to most-restricted access:

| Type                             | Primary Use  |
|----------------------------------|--|
| Kiosks                           | Any current UNT faculty, staff, or student.        |
| Student Computer Lab (SCL)       | Currently enrolled students.                       |
| Discipline-Specific Computer Lab | Students taking department-specific courses.       |
| Instructional Computer Lab (ICL) | Students and room scheduled for a semester course. |

Also see:

- Computer Lab Managers (page 58) service, which shows locations
- Data Presentation and Sharing – Classroom
- Authentication – Institution
- Network – Campus Wired
- Network – Internet
- Data Storage – Network Drive

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

- If the problem is with a data presentation, see the Data Presentation and Sharing – Classroom section of this document.
  - What hardware/software is in use?
  - What error message, if any, displayed?
  - Does alternate hardware/software work (e.g., Firefox in lieu of Chrome)?
  - Do nearby computers (try different OS, if available) report similar symptoms?
- If not, report the problem to computer lab personnel and request an alternate computer.
- If so, roughly how many people cannot get their work done because of the problem?

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

- Report the problem to lab personnel.
- Use alternate hardware/software in the lab or ask lab personnel to help you find an alternate computer lab with a working solution.

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Computer Lab users report problems to lab personnel, who do initial triage and then lab personnel may need to contact the appropriate IT department, providing the following information:

- Contact name and preferred contact method
- Computer:
  - Type (Windows, MacOS, or GNU/Linux)
  - Station number
  - Location (lab name and/or building/room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Type                             | Contact  |
|----------------------------------|--|
| Kiosks                           | User contacts CAS Computer Lab (page 58)                                     |
| Student Computer Lab (SCL)       | User contacts in-lab personnel   |
| Discipline-Specific Computer Lab | 1. User contacts in-lab personnel<br>2. In-lab personnel contact lab manager |
| Instructional Computer Lab (ICL) | User contacts in-lab personnel   |

## Computer – User

Related Words: Computer, Employee Desktop/Laptop

Almost every individual uses a personal computer issued by the University for teaching, researching, and meeting other university responsibilities.

Typical examples include:

- UNT-issued desktop computer in office
- UNT-issued laptop computer

Also see:

- Computer Lab
- Computer – Classroom

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Is computer powered on?
- Is monitor powered on?
- Does computer respond to keyboard stroke or mouse click?
- Does computer work but not connect to the Internet? If so, see Network – Internet section of this document.

Example of how to identify *scope*: Ask coworkers if they are having the same problems with their computers.

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Ensure that computer and monitor are plugged in and turned on.
- Restart computer to see if it will start working. Press and hold the power button for about six heartbeats and then press it again to start.



- Utilize other computer (e.g. laptop, computer in nearby office or lab, or computer at home) until problem repaired.
- Do other work that does not require a computer.
- User troubleshoots/triages and escalates to UNT CAS.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g. building and room)
- Problem symptoms and scope (e.g. computer type and operating system)
- Computer asset number
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale    | Contact       |
|-------------------|---------------|
| Faculty and staff | CAS (page 56) |

## Data Presentation and Sharing

Related Words: Data projector, Overhead projector, Television, Projection surface, Podium, Powered podium, Lectern, Microphone, Wireless microphone, Classroom

Data presentation and sharing provides tools we use to teach, research and learn – along with all the activities we do in support of those endeavors. Typical examples include:

- Data projector
- Overhead projector
- Wireless microphone
- Television
- Projection surface
- Powered podium

Also see:

- Facility
- Computer – Classroom
- Network – Campus Wired

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Data projector
  - Is the instructor computer on?
  - Is the projector selected as the display source in the instructor computer?
  - Does the projector make annoying buzzing noise?
- Overhead projector
  - Is the projector plugged in?
  - Is the lamp in the projector burned out?
- Wireless microphone
  - Are batteries dead?
  - Make sure the transmitter radio channel matches classroom channel.
- Television
  - Does television respond to its remote controller? If not, can television be operated by buttons on the side or back of television?
- Projection surface
  - Is the projection surface as the display source in the instructor computer?

Example of how to identify *scope*:

- Does the data projector or overhead projector in nearby classroom work?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Data projector
  - If the projector makes buzzing sound, set the volume in the instructor's computer at the lowest level.
  - Use whiteboard or blackboard.
  - Email presentation slides to students and participants or upload the slides to Canvas or Blackboard. Have students use their smartphones or laptops to access the slides.
  - Make paper copies of the slides for audience.
- Overhead projector
  - If the projector is not working due to a burned out lamp, look for a spare lamp. The spare lamp can be engaged by operating the lamp exchange switch on the projector. Or, you may have to open the projector for the access to the switch.
- If the problem persists long term, find a substitute room. For example, visit <http://studentaffairs.unt.edu/university-union/classroom-reservations> for room reservation or email room reservation request to [classroomreservations@unt.edu](mailto:classroomreservations@unt.edu).

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location building and room
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale                   | Contact  |
|----------------------------------|--|
| Classroom Support Services (CSS) | CSS (page 56)  |
| Computer Lab                     | Computer Lab Managers (page 58)  |
| Other room                       | <ol style="list-style-type: none"><li>1. Department Contact (page 58)</li><li>2. CAS (page 56)</li></ol> |

## Data Storage – Cloud

Related Words: Cloud, Microsoft OneDrive, OneDrive, Dropbox, Google Drive, File storage

Cloud storage refers to services that are accessible through the Internet, which may only be accessed directly through an Internet connection or may store copies of the files on the user's device. This provides convenient access to the files from multiple devices and multiple locations, rather than limiting the user to accessing files using a single computer in a single location where the files are stored. This also allows collaborative access to the same files by multiple users, such as coauthors on a research project located at different institutions.

Typical examples include:

- Dropbox
- Google Drive
- OneDrive

Also see:

- Data Storage – Network Drive
- Data Storage – Local Drive
- Network – Campus Wired
- Network – Campus Wireless

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Your cloud storage files do not show up on your computer, or cannot be accessed.
- Local copies of files stored on the cloud are accessible on your computer, but any changes to these files are not synced to the cloud service.

Example of how to identify *scope*:

- Ask coworkers if they are having the same login problems with the same cloud service, with other cloud services, or with the Internet connection more generally.
- Try accessing the cloud service using a different computer, such as a laptop or a computer in a nearby office or lab.

Record the problem symptoms and scope below:

## Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- User troubleshoots/triages and reports to UNT System ITSS if problem is not resolved or if problem is beyond scope of local computer (e.g. lack of Internet access or campus wide blockage of the cloud service). UNT System ITSS troubleshoots/triages and reports to Microsoft if the problem involves OneDrive or SharePoint; third party services are outside of UNT scope.
- Use a different computer if it is able to access the cloud service but the original computer is not.
- Use a locally stored or backed up copy of the file if it is up to date, and copy the file to the cloud service once access is restored.
- Use email to exchange copies of files for collaboration.

Record how you plan to keep working here:

## Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g. building and room)
- Problem symptoms and scope (e.g. computer type, operating system, and specific cloud service)
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact       |
|----------------|---------------|
| Faculty/Staff  | CAS (page 56) |

## Data Storage – Local

Related Words: Hard drive, C: Drive, CAS (Apple Macintosh HD drive), CD drive, External disk/drive, File storage, Flash drive, Internal disk/drive, Optical disk, SD memory

Local storage is connected directly to a computer or device. It provides quick and convenient offline access to personal data as well as typically contains the operating system and software packages.

Typical examples include:

- Internal or External Computer Hard Drives and Disks
- Flash Drives
- Optical Discs
- SD Memory Cards

Also see:

- Data Storage – Cloud
- Data Storage – Network Drive
- Computer – User
- Computer – Lab

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Phase 1: Identify Problem Symptoms and Scope

Identify *symptoms*:

- Your computer does not start up or boot. What specific error messages, if any, are displayed?
- Is this the first time this issue has occurred?
- After plugging in a flash drive, it does not show up, and/or cannot be accessed. What specific error messages, if any, are displayed?
- There are files and data missing or not accessible from your storage device. What error messages, if any are displayed?

Identify *scope*:

- Does the external storage drive work on a different computer?
- Is it possible your data was mistakenly saved to an alternate location when last accessed?
- Roughly how many people are unable to get work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Phase 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, try the following *to keep working*:

- Search alternate locations for lost files, E.g. cloud storage, local storage on other computers you've utilized, run an operating system search for files.
- Access backup files from other drives or cloud storage.
- Use an alternate or similar device. E.g. borrowed/extra computer, lab, or library device.
- Do other work until repaired or located.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know. Prepare to provide:

- Your EUID
- Your name and preferred contact method
- Your computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Personal or UNT supplied device
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Scope                  | Contact                         |
|------------------------|---------------------------------|
| Classroom computer     | CSS (page 56)                   |
| Faculty/Staff computer | CAS (page 56)                   |
| Computer Lab computer  | Computer Lab Managers (page 58) |



## Data Storage – Network Drive

Related Words: Network Drive, Home H: Drive, Shared S: Drive, Research R: Drive, File storage

Information can be stored or backed-up on network drives.

Typical examples include:

- CAS Home (H: drive)
- CAS Shared (S: drive)
- CAS Research (R: drive)

Also see:

- Network – Internet
- Data Storage – Cloud
- Data Storage – Local Drive

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of *symptoms*:

- Network drive files fail to show
- Network drive doesn't accept changes

Example of how to identify *scope*:

- Asks coworkers if they are having the same problems

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Temporarily use alternatives, such as:

- Local external drive, local computer drive, or cloud (OneDrive)

- Email to collaborate
- Webfile.cas.unt.edu (different method to access network drives)

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know. Gather the following before contacting support staff:

- Your name and preferred contact method
- Your computer types (Windows, MacOS, etc.)
- Your connection software (Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried to implement to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Scope | Contact                         |
|---------------|---------------------------------|
| Campus wide   | UIT Helpdesk (page 56)          |
| Classroom     | CSS (page 56)                   |
| Computer Lab  | Computer Lab Managers (page 58) |
| Faculty/Staff | CAS (page 56)                   |

## Email

Related Words: Outlook, Microsoft Outlook, Office 365

Webmail.unt.edu is the official UNT email system for students, staff, alumni, and retirees. Accounts are based on the Microsoft® Office 365/Outlook.com platform and provide benefits found within those related applications.

Typical examples include:

- Communications from the Office of the President, Chancellor, and Registrar
- Communications pertaining to Financial Aid
- Communications concerning student accounting and other business services
- Communication among college, school, and departmental advisors
- Communications among professors and students
- Library notices
- Office 365 application access (not available for alumni and retirees)

Also see:

- Authentication – Institution
- Data Storage – Cloud
- Network – Campus Wired
- Network – Campus Wireless
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When attempting to access your mail account using your preferred method (web browser, outlook app, or phone) what specific failures are noticeable and/or what errors (i.e. internal server errors, etc.) are reported?

Symptom examples:

- You get error message when trying to connect, so you:
  - a. Try to connect to various web sites. If those fail, it is likely a network problem.
  - b. If just the web site fails, restart the device.
- Alternative devices *and* methods (web instead of app or vice versa) also fail
- You can successfully login at AMS.unt.edu

Examples of how to identify *scope*:

- Ask nearby people if they can access the campus email service.

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Create or use a free email account to correspond with students and collaborators, funding agencies, etc. Get approval **before** you put sensitive or confidential information on those sites.
- Regarding archived email, Cf. Data Storage
- Use phone and departmental-specific social media (if available)
- Instructors can use their LMS (Blackboard or Canvas) to communicate with students

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Report to support staff including the following:

- Your name/EUID and preferred contact method
- Device specs (Windows, Mac, tablet, phone, etc.)
- Problem location (e.g., building/room, campus/offsite)
- Connection Status (Wired or Wireless)
- Error message(s) if any
- Problem symptoms and scope
- What you have tried or implemented to fix the problem?

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale                | Contact       |
|-------------------------------|---------------|
| Faculty/Staff Employees       |               |
| Campus wide                   | UIT (page 56) |
| College, building, department | CAS (page 56) |
| Student                       | UIT (page 56) |

## Facility

Related Words: Electricity, Air Conditioner, Heating/cooling, HVAC, Lighting, Key, Lock

Campus facilities provide a number of critical features we need to teach, research, and learn—along with all the activities we do in support of those endeavors. Typical campus building facilities include:

- Power
- Heating and cooling
- Access (locks, ramps, door handles, isle width, etc.)
- Lights
- Furnishing appropriate to the work performed

Also see: Data Presentation and Sharing – Classroom

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Power:
  - Which lights work?
  - Which power receptacles work (test with phone/laptop charging cable)?
- Heating and cooling:
  - Which air vents blow cold and/or hot?
  - Is anything blocking or otherwise affecting the air temperature around the thermostats?
- Access:
  - Are you authorized to use this space at this time?
  - If someone has special needs, does the building and/or room lack reasonable accommodation?
- Lights:
  - How many of the light motion-detector sensors work?
  - Is there anything impeding the motion detection?
- Furnishing:
  - Does a person with special needs lack reasonable accommodation?

Example of how to identify *scope*:

- Are nearby facilities experiencing similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Power: Assuming sufficient light, take manual notes instead of using a computer.
- Heating and cooling: If intolerable for the work performed, get supervisor approval to work from home.
- Access: Temporarily move to an alternate location.
- Lights: Temporarily move to an alternate location.
- Furnishing: If accommodating a special-needs person, learn what the person would find accommodating.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g., building and room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale                            | Contact                                     |
|---|---|
| Classroom                                 | CSS (page 56)                               |
| Computer Lab                              | Computer Lab Managers (page 58)             |
| Department-assigned space (e.g., offices) | Department Contacts (page 58)               |
| Building area                             | Facility Building Representatives (page 65) |
| Campus (not building rooms)               | Facilities (page 56)                        |

## Network – Campus Wired

Related Words: Ethernet, Network

The wired network uses physical cables to transfer data between devices locally and out to the internet. The campus wired network utilizes Ethernet cabling to transfer data between connected PCs. In some cases, a local Ethernet switch may be used to connect more than one computer to an Ethernet port on the wall. Most UNT campus computer labs and offices utilize the wired network to access local and cloud storage and data. The campus wireless network also depends on a functioning wired network to connect to services and the internet.

Typical examples include:

- Computer Lab and Office desktops connected to the network via Ethernet cabling
- Some UNT laptops may often connect to the network via wired cabling
- Network printers accessed by multiple users

Also see:

- Network – Campus Wireless
- Network – Internet
- Network – Printing
- Computer – User

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Your computer is unable to log in with your campus ID, and/or receive errors
- Your computer is unable to access the internet, email, or other on campus online services
- Your computer is unable to connect to network storage drives

Example of how to identify *scope*:

- Do nearby computers exhibit similar symptoms? If not, see if you can use one of the working computers to continue working. If so, is it just select offices or a whole building?
- Do computers in other campus departments report similar symptoms?
- Has the Ethernet cable been damaged or unplugged from the computer, printer, or wall? If damaged, get another cable from CAS (see page 56).

- Are you unable to print to a network printer, but able to access the internet? If so, find “Printer – Networked” in the table of contents or index.
- Are you able to access an on-campus service such as EIS, but not the Internet? Vice versa? If so, find “Network – Internet” in the table of contents or index.
- Roughly how many people are unable to get work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

1. Restart all affected devices. E.g. Computer, printer, and local network switch (if applicable).
2. Use an alternate or similar device. E.g. borrowed/extra computer, lab or library device.
3. If available, attempt to connect to the campus Wi-Fi network.
4. If acceptable, utilize personal wireless devices, (smart phone, hotspots) until repaired.
5. Use local software or do non-computer work until repaired or moved to location with working wired network.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

- Your:
  - EUID
  - Name
  - Preferred contact
- Problem:
  - Location and scope (building and rooms)
  - Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
  - Personal or UNT supplied device (with asset number for the latter)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale              | Contact                        |
|-----------------------------|--------------------------------|
| Classroom                   | CSS (page 56)                  |
| Faculty/staff building/room | CAS (page 56)                  |
| Computer Lab                | Computer Lab Manager (page 58) |



## Network – Campus Wireless

Related Words: Wi-Fi, Wireless, Ethernet, Network

Campus Wireless is a non-production (read: convenience) network which primarily enables mobile devices access to the campus network and to the Internet.

Current wireless networks include:

| Network Name | Use   |
|--------------|---|
| UNT          | UNT campus people with an active EUID                                 |
| Eduroam      | Enables people to use wireless here and at other member institutions. |
| EagleNet     | Insecure network for specific, legacy purposes. Do not use.           |

Also see:

- Network—Campus Wired
- Network—Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Device displays error message when you try to use the wireless network.
- Unable to access all web sites (not just a specific web app).

Example of how to identify *scope*:

- Do nearby wireless devices report similar symptoms?
- Do all wireless networks report similar symptoms? If UNT doesn't work, try using the eduroam network.
- Do all nearby wired devices seem to work fine? Then scope is local to wireless network only.
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Use an alternate means connecting to a network:
  - If a smart phone, revert to using cellular network
  - If a UNT-supported device, revert to using wired network if possible

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The support staff will most likely need to know:

- EUID
- Your name and preferred contact method
- Your device (laptop, phone, etc.)
- Location experiencing issues (Building and Room #)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact                |
|----------------|------------------------|
| Faculty/Staff  | CAS (page 56)          |
| Classroom      | CSS (page 56)          |
| Student        | UIT Helpdesk (page 56) |

## Network – Internet

Related Words: Internet, Network

The entire University System uses the Network-Internet to access all forms of information—both academic and staff-oriented, research, data, class notes, email etc. This is an essential component for students, staff, and faculty to achieve their goals.

Typical examples include:

- MS Outlook for email and calendars
- Online journals
- University based forms for staff
- Blackboard/Canvas
- Online textbook workbooks
- General Google searches

Also see:

- Network – Campus Wired
- Network – Campus Wireless
- Data Storage – Network Drive

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

- Do nearby computers report similar problems
- Roughly how many people are unable to get their work done because of the problem

### Step 2: Decide How You can Keep Working

- Once aware of outages affecting large groups of people, UNT CAS calls the main phone number for academic, dean, and advising units so they are aware of the problem and can help share the situation
- As the situation changes, CAS calls those units again
- User troubleshoots and reports:
  - Instructor reports to UNT CSS (page 56)
  - Lab (computer, research etc.) users report to Lab personnel

- Users, including staff and faculty, check with their main unit's office and then report to UNT CAS as needed(see page 56)
- Use 3<sup>rd</sup> party provider (e.g. smartphone or home service)
- Catch up on existing non-internet tasks, backed up by telephone and in-person visits

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

- Lab, research, office staff will need to contact UNT CAS (page 56) with name and preferred contact method
- CAS UNT needs to make sure that all staff and faculty are kept informed of problems and updates

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale                   | Contact                         |
|----------------------------------|---------------------------------|
| Campus                           | UIT Helpdesk (page 56)          |
| Building or building office/area | CAS (page 56)                   |
| Computer Lab                     | Computer Lab Managers (page 58) |

## Printer – Networked

Related Words: Copier, Document center, Printer

Printing documents is central to preparing class exams and handouts, creating forms and records for administration, and drafting research publications. Networking allows multiple users to access one printer.

Typical examples include:

- Printers for Workgroups and MFP (Multifunction Printers) which act as printers, copiers, scanners and sometimes fax machines.
- Department document centers, typically one or more in the main office.

Also see:

- Network – Campus Wired

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Printer not available as a choice on your computer
- Document submitted but no output

Example of how to identify *scope*:

- Is this happening for other people in your office/lab/classroom?
- Can anyone at all access the printer?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Find and use an available non-networked (dedicated) printer.
- Check if printing is available in a Computer Lab.
- In a Computer Lab, the lab personnel can work-around issues with intermediary systems, like Papercut.

- In a Computer Lab, the Monitor can allow students to print direct to printers with no reduction to print balance.
- Explore the feasibility of working with an electronic version of the document with students, research collaborators, or administrators. Document scanning may be necessary.
- For critical jobs, try commercial printing in the Union or off-campus.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Support staff need the following information:

- Your name and preferred contact method
- Your location
- Your computer's identity (service or asset tag)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem.

In this case, a typical way to raise awareness and find someone to help includes:

| Problem for ...        | Contact   |
|------------------------|---|
| Faculty/Staff          | CAS (page 56)   |
| Computer Lab Users     | 1. In-Lab Personnel<br>2. Computer Lab Managers (page 58) |
| Computer Lab Personnel | CAS COLAS (page 56)                                       |

## Servers – Virtual

Related Words: File Server, Print Server, Web Server, Papercut Server

Virtual Servers provide a number of important features we need to teach, research, and learn — along with all the activities we do in support of those endeavors. Typical virtual servers include:

- File
- Print
- Web

Also see:

- Authentication – Institution
- Network – Campus Wired
- Network – Internet
- Data Storage – Network Drive
- Plan entries that begin with: Web App –

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Computer displays an error when you try to access a web site, network drives, or networked printers. Note the specific error message.
- Try connecting to other, campus-bound, but distinctly separate services. E.g., if there error came from a service CAS provides, trying access EIS instead, and vice versa. If nothing works, this could be a network problem (refer to index).

Example of how to identify *scope*:

- Ask nearby computer users. Do they report similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Use an alternate, similar service. E.g., if you cannot print, find a colleague who can and use their printer. Or, find someone with a directly-connected printer and use that.
- Do other work until the system comes back on-line.

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
  - EUID
  - Name and preferred contact method
  - Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
  - Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact                         |
|----------------|---------------------------------|
| Classroom      | CSS (page 56)                   |
| Faculty/staff  | CAS (page 56)                   |
| Computer Lab   | Computer Lab Managers (page 58) |



## Web App – Cognos

Related Words: Financial Reporting

This technology serves budget personnel in departments to keep track of specific budgets across campus. All transactions are posted in this system and budget personnel accesses to track spending.

Cognos is typically accessed through my.unt.edu under the reports tab

Also see:

- Authentication – Institution

Most budget personnel also use Excel, Quickbooks etc. to keep a running tabulations of expenses as posting to Cognos not always up to date. By keeping a running tabulation budget personnel can keep track of expenses in real time.

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

1. Computer displays an error when you try to access my.unt.edu
2. You ask other people in the area, and they report similar problems. If they do not, restart your computer.
3. You can login to AMS.unt.edu. If not, see Authentication – Institution.

### Step 2: Decide How You can Keep Working

1. Use another person's computer.
2. Use shared drive ledgers until service is restored
3. Use locally installed software such as Excel, Quickbooks, etc.

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
  - EUID
  - Name and preferred contact method

- Computer type, (Windows, MacOS, or GNU/Linux, phone, etc.), asset number, and building location
- Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact                       |
|----------------|-------------------------------|
| Faculty/staff  | <a href="#">CAS (page 56)</a> |

## Web App – Electronic Journals

Related Words: Electronic Journals, Journals

The UNT Library subscribes to many journals and databases electronically. These are sources of information for teaching, class projects, preparation of research proposals, and for writing books and research publications.

Typical examples include:

- Elsevier journal subscriptions
- Scifinder Scholar Database

Also see:

- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Unable to access library catalog
- No response after selecting a journal
- Access denied after selecting an article
- Electronic text will not download

Example of how to identify *scope*:

- Do other computers on campus have the same problems?
- Is this a problem with access from off-campus?
- Roughly how many people are unable to do their work because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- If on campus, visit library in person for a print version
- Attempt to use alternative journals or products
- Travel to area libraries

- Contact colleagues at other institutions to see if they can provide the information

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Support staff will need the following information:

- Your name and preferred contact method
- Your location (off-campus, building, room, etc.)
- Your computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Your connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale             | Contact           |
|----------------------------|-------------------|
| Accessing Library Software | Library (page 56) |
| Browser problems           | CAS (page 56)     |

## Web App – LMS

Related Words: Canvas, Blackboard, LEARN, Panopto, PBWorks, TurnItIn

The Learning Management System (LMS) for UNT is the web-based platform that serves as an administrative, documentation, tracking, reporting, and content delivery system for the courses, programs, and non-academic course sites provided by the university. Currently, the university is migrating courses from the Blackboard LEARN LMS to the Canvas LMS with an expected completion date of Spring 2019.

Typical examples include:

- Blackboard LEARN LMS
- Canvas LMS
- Other related tools impacted: TurnItIn, Panopto, PBWorks

Also see:

- Authentication – Institution
- Data Storage – Cloud (Canvas unavailable, Blackboard locally hosted)
- Network – Campus Wired
- Network – Campus Wireless
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When you try to connect to the portal using your preferred method (e.g., web browser, mobile app), what specific error occurs?

Examples of how to identify symptoms:

- You get error message when trying to connect, so you:
  - Try to connect to various web sites. If those fail, it is likely a network problem.
  - If just the web site fails, restart the device.
- Alternative devices *and* methods (web instead of phone app or vice versa) also fail
- Do other web browsers work (e.g., Internet Explorer)?
- You can successfully login at AMS.unt.edu

Examples of how to identify *scope*:

- Do other users report similar symptoms?

- Ask nearby people if they can access/use the LMS.

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working?*

Examples:

- Instructors provide students with an alternative plan in their syllabus. E.g., instructors can post content and correspond with students via email or through an alternate website/tool (e.g. Remind, Slack, Trello, etc.). Get approval from IT and/or legal **before** putting any confidential and/or sensitive information on those sites.
- Export student contact information (e.g., email addresses) from EIS.
- Track back other course content (quizzes, tests, presentations, etc.) from documents, email, etc.
- When feasible, you can print and hand out course content to students.
- Use other methods, like my.unt.edu, webmail, and bulkmail.unt.edu to communicate with students

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Report to support staff including the following:

- Your name/EUID and preferred contact method
- Device specs (Windows, Mac, tablet, phone, etc.)
- Problem location - Site (Campus or Off-site)
- Connection Status (Wired or Wireless)
- Error message(s) if any
- Verify successfully able to log in to MyUNT -> if not, reset password at AMS.unt.edu
- Problem symptoms and scope
- What you have tried or implemented to fix the problem?

In this case, a typical way to raise awareness and find someone to help includes:

| Affected Individual           | Contact   |
|-------------------------------|---|
| UNT students (access)         | UIT (page 56)   |
| UNT students (course content) | Faculty member/instructor (info.unt.edu)                    |
| UNT faculty (access)          | UIT (page 56)   |
| UNT faculty (course content)  | CLEAR (page 56)<br>CLEAR On Call (page 57)                  |
| UNT faculty (emergency)       | UIT (page 56)<br>CLEAR (page 56)<br>CLEAR On Call (page 57) |

## Web App – OTRS

Related Words: Change Request, OTRS

When users contact CAS through web forms, ServiceNow, and any email address beginning with “cas,” it routes to the OTRS system. OTRS serves as the primary email routing and ticketing system for CAS by handling all email to the primary CAS email address, all CAS web forms, and ServiceNow notifications.

Typical examples include:

- Request for assistance to main CAS email account
- Submission via web form for new account request

Also see:

- Authentication – Institution
- Web App – ServiceNow

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- When filling out a web form on main CAS website, you did not receive any notification that your request was received.
- When sending email to a “CAS” address, you did not get an immediate receipt email.

Example of how to identify *scope*:

- Do other users have the same symptoms?
- Does the web form you submitted have a completed form on your list of recent submissions (at that web form)?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- If your request or issue needs immediate attention, call CAS directly (page 56)



- If your issue needs to be logged, but is not immediate, call CAS directly or submit the issue via ServiceNow (<https://unts.service-now.com/>).

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Faculty and Staff will need to provide the following to IT staff:

- Your name, EUID, and preferred contact method
- Problem symptoms and scope
- What you have tried or implemented to fix the problem
- The request or issue you wanted to submit to OTRS

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact       |
|----------------|---------------|
| Faculty/Staff  | CAS (page 56) |

## Web App – Resource Management

Related Words: Checkin, iCheckin, UNT Checkin, Web Checkout

Lab and inventory managers use Resource Management web apps to make equipment and other resources available to faculty, staff, and students for teaching, researching, and learning.

Typical resource management web apps include:

- Checkin
- iCheckin
- WebCheckout

Also see:

- Authentication – Institution
- Network – Campus Wired
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When you try to connect to the server using your usual method (e.g., web browser, computer login), what specific error message does your software display?

Example of how to identify *scope*:

- Do nearby computers report similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- If the symptom and scope suggest a problem with iCheckin, then lab managers can force computers to login to “station” accounts and have employees check out computers using the Checking web interface.

- If the symptom and scope suggest a problem with Checking, computer lab managers can force computers to login to “station” accounts and instruct staff to manually record use, based on:
  - Station used
  - Student ID
  - Check out time
  - Check in time

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Lab managers will need to provide the following to IT staff:

- Your name and preferred contact method
- Your computer types (Windows, MacOS, or GNU/Linux, phone, etc.)
- Your connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale     | Contact                |
|--------------------|------------------------|
| Checking, iCheckin | UIT Helpdesk (page 56) |
| Web Checkout       | CAS (page 56)          |

## Web App – ServiceNow

Related Words: Incident reporting, Problem reporting, ServiceNow

ServiceNow serves all UNT Faculty, Staff, and Students as a direct submission portal for some basic IT requests and ticket submissions. It also serves as the primary source for CAS staff to log phone calls to the Service Desk and log and track incidents and problems.

Typical examples include:

- Request for Statistical Software managed by Research and Statistical Support Services
- Alert IT staff to computer problems (i.e., incidents)
- Request telephone services (i.e., changes)

Also see:

- Authentication – Institution
- Web App – OTRS

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When trying to access the ServiceNow Service Catalog or a direct portal from a website, what specific error message does the browser display?

Example of how to identify *scope*:

- Do other users have the same symptoms when trying to access the service?
- Do other requests or sections of the Service Catalog still work?
- Do other web sites or resources still work normally?

Record the problem symptoms and scope below:

### Step 2: Decide How You can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- If the symptoms and scope suggest a problem with ServiceNow, call or email the CAS Service Desk (page 56) to submit your issue or have them record your request

- If the symptoms and scope suggest a problem with the specific request listed on ServiceNow, call or email the CAS Service Desk (page 56) so they can direct you to the department in charge of the request and log the issue

Record how you plan to keep working here:

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Faculty and Staff will need to provide the following to IT staff:

- Your name, EUID, and preferred contact method
- Your connection software (Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem
- The request or issue you wanted to submit to ServiceNow

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact       |
|----------------|---------------|
| Faculty/Staff  | CAS (page 56) |

## Web App –Time Entry

Related Words: Time Entry/Keeping, Web Clock, Web Punch

Online time entry, timekeeping, and approval is done by logging into my.unt.edu and selecting the “Human Resources” tab.

Also see:

- Authentication – Institution

All personnel record time using the online timesheet.

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

### Step 1: Identify Problem Symptoms and Scope

1. Computer displays an error when trying to access my.unt.edu.
2. If other people you ask in the area can access the site, you may instead have computer problem (see index page 65).
3. If your computer cannot access other web sites, you may instead of a network problem (see index page 65).

### Step 2: Decide How You can Keep Working

During the outage:

1. Employees and supervisors revert to keeping a record of time locally, using Excel, Word, paper, etc.)
2. When the system comes back on-line, respective parties update the system

### Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
  - EUID
  - Name and preferred contact method
  - Computer type, (Windows, MacOS, or GNU/Linux, phone, etc.), asset number, and building location

- Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

| Problem Locale | Contact       |
|----------------|---------------|
| Faculty/staff  | CAS (page 56) |

## Contacts

This and the next few pages show contact information for related technologies.

### Services

| Department   | Location                         | Phone        | Email   | Hours   |
|--|----------------------------------|--------------|---|---|
| CAS<br>Computing for Arts and<br>Sciences *                              | General<br>Academic<br>Bldg. 313 | 940.565.4498 | cas-itservices@unt.edu  | M-F 8am-7pm<br>Sat 10am-2pm   |
| CAS COLAS<br>College Lab Services  |                                  | 940.565.2201 | Adam.Selby@unt.edu<br>(Macs)<br>David.Smith@unt.edu<br>(PCs)<br>colas@cas.unt.edu (All) |   |
| College of Arts and<br>Sciences General Access<br>Labs (CASGAL)          | General<br>Academic<br>Bldg. 544 | 940.565.2825 | labman@mail.cas.unt.edu   | See Below <sup>†</sup>  |
| CSS Classroom Support<br>Services  | Chilton Hall<br>243              | 940.565.2691 | classroomsupport@unt.edu  | M-F 7am-11pm  |
| CLEAR Center for<br>Learning Enhancement,<br>Assessment, and<br>Redesign | Chilton Hall<br>112              | 940.565.2708 | clear@unt.edu   | M-F 8am-5pm<br><br>For after hours, see<br>CLEAR On-Call on<br>page 57.                                     |
| Facilities <sup>‡</sup>  | 2204 W<br>Prairie St.            | 940.565.2700 | workcontrol@unt.edu   | M-F 7am-7pm   |
| Library  | Willis Library                   | 940.565.2411 | askus@unt.edu   | 24 hours  |
| UIT University<br>Information Technology<br>Helpdesk                     | Sage Hall<br>330D                | 940.565.2324 | helpdesk@unt.edu  | Office: M-F 8am-<br>8pm<br>Phone: Sun noon-<br>midnight; M-Th<br>8am-midnight;<br>F 8am-8pm; Sat<br>9am-5pm |

\*See also Computer Lab Managers contact list on page 58.

‡ See also Facility Building Representatives contact list on page 65.



## CLEAR On Call

1. Try the CLEAR managed number and hours on page 56
2. *For after-hour emergencies, use the following:*

| Academic Unit  | Instructional Consultant   |
|--|--|
| Counseling and Higher Education, Educational Psychology, Geography, Biological Sciences, Chemistry, Mathematics, Physics, Spanish, World Languages, Information Sciences, and Learning Technologies                      | Heidi Ash<br>Instructional Consultant<br>(940) 369-7670<br>Heidi.Ash@unt.edu<br>Chilton Hall, STE 112E       |
| Finance, Insurance, Real Estate and Law, Philosophy and Religion Studies, Women's and Gender Studies, Jewish and Israel Studies, Interdisciplinary Studies, Military Science, Aerospace Studies                          | Samuel Gist<br>Instructional Consultant<br>(940) 369-7829<br>Samuel.Gist@unt.edu<br>Chilton Hall, STE 112F   |
| Economics, College of Merchandising, Hospitality and Tourism, Marketing and Logistics, Sociology, Anthropology, Psychology, Forensic Science, Political Science, Linguistics, Non-Academic Departments                   | Lauri Morrow<br>Instructional Consultant<br>(940) 369-8175<br>Lauri.Morrow@unt.edu<br>Chilton Hall, STE 112G |
| Communication Studies, Teacher Education and Administration, History, College of Health and Public Services, Journalism, English, Technical Communications   | Benjamin Nye<br>Instructional Consultant<br>(940) 565-2143<br>Benjamin.Nye@unt.edu<br>Chilton Hall, STE 112E |
| Information Technology & Decision Sciences, Kinesiology, Health Promotion & Recreation, Accounting, College of Engineering, College of Visual Arts & Design, College of Music, Dance and Theatre, Management, Media Arts | Jason Powell<br>Instructional Consultant<br>(940) 565-4167<br>Jason.powell@unt.edu<br>Chilton Hall, STE 112G |

## Computer Lab Managers

1. First, contact any on-premise computer lab employees.
2. If that does not work, contact the respective lab manager from the following list.

| Lab                              | Lab Type                | Reservable            | More Info  |
|----------------------------------|-------------------------|-----------------------|--|
| AFROTC Labs<br>(ATH 136, 153)    | Course Specific<br>AERO | Contact<br>Department | 940-565-2074<br>Shelly.Scott@unt.edu               |
| ARMY ROTC Lab<br>(ATH 140)       | Course Specific<br>ARMY | Contact<br>Department | 940-369-8011<br>Sheila.VanBree@unt.edu             |
| CCIL (CHEM 232)                  | Course Specific<br>CHEM | Contact<br>Department | 940-565-4041<br>Dave.Hrovat@unt.edu                |
| CHEM ISL (CHEM<br>131, 134, 137) | Course Specific<br>CHEM | Contact<br>Department | 940-369-7929<br>Jose.Calderon@unt.edu              |
| DATH 127                         | Course Specific<br>DANC | Contact<br>Department | 940-565-4057<br>MaryLynn.Babcock@unt.edu           |
| ENV 1st floor                    | Kiosk                   | Not Reservable        | 940-565-4308<br>labman@cas.unt.edu                 |
| ENV 336                          | Course Specific<br>GEOG | Contact<br>Department | 940-565-2991<br>deaton@unt.edu                     |
| ENV 340                          | Course Specific<br>GEOG | Contact<br>Department | 940-565-2991<br>deaton@unt.edu                     |
| GAB 101                          | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu              |
| GAB 115B                         | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu              |
| GAB 330                          | General Access          | Restricted            | 940-565-4308<br>labman@cas.unt.edu                 |
| GAB 3rd floor                    | Kiosk                   | Not Reservable        | 940-565-4308<br>labman@cas.unt.edu                 |
| GAB 440                          | Course Specific<br>MATH | Contact<br>Department | 940-565-3592<br>Kim.Manzer@unt.edu                 |
| GAB 443                          | Course Specific<br>MATH | Contact<br>Department | 940-565-3592<br>Rita.Sears@unt.edu                 |
| GAB 511                          | Course Specific<br>MATH | Contact<br>Department | 940-565-3592<br>Kim.Manzer@unt.edu                 |
| GAB 550                          | General Access          | Yes                   | 940-565-4308<br>labman@cas.unt.edu                 |
| GAB 550A                         | General Access          | Yes                   | 940-565-4308<br>labman@cas.unt.edu                 |
| GATE 141                         | Instructional           | Restricted            | 940-565-4308<br>labman@cas.unt.edu                 |
| Hickory Hall 256A                | Course Specific<br>JAMP | Contact<br>Department | 940-369-7258<br>Debrah.Beck@unt.edu                |
| LIFE A110                        | Course Specific<br>BIOL | Contact<br>Department | 940-565-3611<br>Claudia.GonzalezVillarreal@unt.edu |
| LIFE A111                        | Course Specific<br>TNT  | Contact<br>Department | 940-565-2265<br>Daniel.Watson@unt.edu              |

| Lab   | Lab Type                | Reservable            | More Info                                |
|---|-------------------------|-----------------------|--|
| LIFE A218   | Course Specific<br>BIOL | Contact<br>Department | 940-369-7261<br>Lee.Hughes@unt.edu       |
| LIFE A314   | Course Specific<br>BIOL | Contact<br>Department | 940-369-7697<br>Anthony.Curran@unt.edu   |
| MRTS Editing Lab<br>(RTFP 180, 180D,<br>180E, 180L, 180M,<br>180N, 180P, 180Q,<br>180R, 180Y, 180Z) | Course Specific<br>MRTS | Contact<br>Department | 940-369-7317<br>Mark.Dobson@unt.edu      |
| ntTV (RTFP 261)   | Course Specific<br>MRTS | Contact<br>Department | 940-565-2565<br>Phyllis.Slocum@unt.edu   |
| Physiology Labs<br>(LIFE A319, A320)  | Course Specific<br>BIOL | Contact<br>Department | 940-369-7697<br>Anthony.Curran@unt.edu   |
| PIC Labs (PHYS 202,<br>204, 205, 206, 207,<br>208, 227, 228, 229)                                   | Course Specific<br>PHYS | Contact<br>Department | 940-565-3275<br>Gilbert.Nyandoto@unt.edu |
| PIC Testing Center<br>(PHYS 209, 209AA,<br>209B, 209D, 209E)  | Course Specific<br>PHYS | Contact<br>Department | 940-565-3275<br>Gilbert.Nyandoto@unt.edu |
| SYMR 220  | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| SYMR 222  | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| SYMR 223  | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| SYMR 224  | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| SYMR 226  | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| SYMR 234 SWOOP<br>Lab   | Course Specific<br>JOUR | Contact<br>Department | 940-369-7258<br>Douglas.Lewis@unt.edu    |
| TECM Labs (AUDB<br>301, 302, 306, 307,<br>308, 312, 313)  | Course Specific TECM    | Contact<br>Department | 940-565-4230<br>Brad.Davis@unt.edu       |
| TH 220  | General Access          | Restricted            | 940-565-4308<br>labman@cas.unt.edu       |
| TNT (CURY 316)  | Course Specific<br>TNT  | Contact<br>Department | 940-565-2265<br>Daniel.Watson@unt.edu    |
| WH 120  | General Access          | Restricted            | 940-565-4308<br>labman@cas.unt.edu       |
| WH 1st floor  | Kiosk                   | Not Reservable        | 940-565-4308<br>labman@cas.unt.edu       |
| WH 220 (History<br>Help Center)   | Course Specific<br>HIST | Contact<br>Department | 940-565-2814<br>naomi.alvarado@unt.edu   |

<https://itservices.cas.unt.edu/services/lab/instructor-view>

3/28/2018

## Department Contacts

Order and grouped by college/school.

### CLASS

| Department                                 | Location                      | Phone        | Email                                |
|--|-------------------------------|--------------|--------------------------------------|
| Aerospace Studies                          |                               | 940.369.8674 | Det835@unt.edu                       |
| Anthropology                               | Chilton Hall 330              | 940.565.2290 | anthropology@unt.edu                 |
| Communication Studies                      | General Academic Building 309 | 940.565.2588 | commstudies@unt.edu                  |
| Dance & Theatre                            | RTVFP Bldg. 242               | 940.565.2211 | danceandtheatre@unt.edu              |
| Economics                                  | Wooten Hall 325               | 940.565.2573 | Jiyoung.Kwon@unt.edu                 |
| English                                    | Auditorium Building 112       | 940.565.2050 |                                      |
| Geography and the Environment              | EESAT 210                     | 940.565.2091 | Tami.Deaton@unt.edu                  |
| History                                    | Wooten Hall 225               | 940.565.2288 | history@unt.edu                      |
| Integrative Studies                        | General Academic Building 220 | 940.565.2051 | CAS-IGST-SOSC@unt.edu                |
| International Studies                      | General Academic Building 470 | 940.565.2323 |                                      |
| Jewish and Israel Studies                  | General Academic Building 460 | 940.369.8926 | Jewish-studies@unt.edu               |
| LGBT Studies                               | Terrill Hall 342              | 940.369.5184 | lgbtprogram@unt.edu                  |
| Media Arts                                 | RTVFP Bldg. 262               | 940.565.2537 | mediaarts@unt.edu                    |
| Military Science                           | AFROTC Building               | 940.369.8011 | Army.rotc@unt.edu                    |
| Oral History                               |                               | 940.565.2548 | Oralhistory.unt.edu/forms/contact-us |
| Philosophy and Religion                    | EESAT 225                     | 940.565.2266 | philosophy@unt.edu                   |
| Political Science                          | Wooten Hall 125               | 940.565.2276 | Matthew.Eshbaugh-Soha@unt.edu        |
| Psychology                                 | Terrill Hall 316              | 940.565.2671 | psychologydepartment@unt.edu         |
| Social Science                             | General Academic Building 220 | 940.565.2051 | IGST-SOSC@unt.edu                    |
| Sociology                                  | Sycamore Hall 288             | 940.565.2296 |                                      |
| Spanish                                    | Language Building 101         | 940.565.2404 | WorldLanguages@unt.edu               |
| Technical Communication                    | Auditorium Building 317       | 940.565.4458 | tcoffice@unt.edu                     |
| Women's and Gender Studies                 | General Academic Building 467 | 940.565.2098 | wmst@unt.edu                         |
| World Languages, Literatures, and Cultures | Language Building 101         | 940.565.2404 | WorldLanguages@unt.edu               |

### College of Science

| Department          | Location                      | Phone        | Email             |
|---------------------|-------------------------------|--------------|-------------------|
| Biological Sciences | Life Science Complex A210     | 940.565.3591 | biology@unt.edu   |
| Chemistry           | Chemistry Building 101        | 940.565.3525 | chemistry@unt.edu |
| Mathematics         | General Academic Building 435 | 940.565.2155 | mathchair@unt.edu |
| Physics             | Physics Building 110          | 940.565.2626 | physics@unt.edu   |

### Mayborn School of Journalism

| Department | Location          | Phone        | Email              |
|------------|-------------------|--------------|--------------------|
| Mayborn    | Sycamore Hall 206 | 940.565.2205 | Journalism@unt.edu |

Source: Department websites  
3/30/2018

## Facility Building Representatives

In order of building name.

| Building Name                    | Name                  | Contact Type | Office Phone | Email                         |
|----------------------------------|-----------------------|--------------|--------------|-------------------------------|
| AFROTC Building                  | Shelly Scott          | Primary      | 940.565.2074 | Shelly.Scott@unt.edu          |
|                                  | Paulette Dotson       | Secondary    | 940.565.2074 | Paulette.Dotson@unt.edu       |
| Art Bldg.                        | Jeff McClung          | Primary      | 940.565.4006 | Jeffrey.McClung@unt.edu       |
| Auditorium-English Bldg.         | Diane Culpin          | Primary      | 940.565.2117 | Diane.Culpin@unt.edu          |
|                                  | Lucero Carranza       | Secondary    | 979.255.5778 | Lucero.carranza@unt.edu       |
| Bain Hall                        | Rebeca Galindo        | Primary      | 940.565.3334 | Rebeca.Galindo@unt.edu        |
|                                  | Jon Nelson            | Secondary    | 940.369.7531 | Jon.Nelson@unt.edu            |
| Business Leadership Building     | Debbi Stack           | Primary      | 940.565.4585 | Debbi.stack@unt.edu           |
|                                  | Cheryl McQueen        | Secondary    | 940.565.3037 | Cheryl.McQueen@unt.edu        |
|                                  | Terry Pohlen          | Secondary    |              | Terrance.pohlen@unt.edu       |
| Chemistry Building               | Sabrina Gilbreath     | Primary      | 940.565.3550 | Sabrina.Gilbreath@unt.edu     |
| Chestnut Hall                    | Dana Sachs            | Primary      | 940.565.2157 | Dana.Sachs@unt.edu            |
|                                  | Linda Clisso          | Secondary    | 940.369.5296 | Linda.Clisso@unt.edu          |
| Chilton Hall                     | Jackie Thames         | Primary      | 940.565.3419 | Jackie.Thames@unt.edu         |
|                                  | Vasilis Angelogiannos | Secondary    | 940.565.4641 | Vasilis.Angelogiannos@unt.edu |
| Curry Hall                       | Daniel Watson         | Primary      | 940.565.3675 | daniel.watson@unt.edu         |
|                                  | Jennifer McDonald     | Primary      | 940.565.3890 | jennifer.mcdonald@unt.edu     |
| Dance and Theater Modular        | Mary Lynn Babcock     | Primary      | 940.565.4057 | MaryLynn.Babcock@unt.edu      |
| Discovery Park Building          | Charlotte Russell     | Primary      | 940.565.4298 | Charlotte.Russell@unt.edu     |
|                                  | Thomas Derryberry     | Primary      | 940.565.4324 | Tom.derryberry@unt.edu        |
| Discovery Park Information Booth | Pat Graham            | Primary      | 940.369.7228 | Pat.Graham@unt.edu            |
| EESAT                            | Brian Wheeler         | Primary      | 940.565.4912 | Brian.Wheeler@unt.edu         |
|                                  | Matthew Lake          | Secondary    | 940.565.2991 | Matt.Lake@unt.edu             |
| Fashion & Fibers Modular         | Abby Sherrill         | Primary      | 817.343.4653 | Abby.Sherrill@unt.edu         |
| General Academic Bldg.           | Steven Cobb           | Primary      | 940.565.2348 | Scobb@unt.edu                 |
|                                  | Linda Masters         | Secondary    | 940.565.4105 | Linda.Masters@unt.edu         |
| Hickory Hall                     | Amy Baker             | Primary      | 940.369.8289 | AmyMarie.Baker@unt.edu        |

| Building Name                     | Name                  | Contact Type | Office Phone | Email                     |
|-----------------------------------|-----------------------|--------------|--------------|---------------------------|
| Language Bldg.                    | Susan Gehrlein        | Primary      | 940.565.2585 | Susan.Gehrlein@unt.edu    |
| Life Sciences Complex             | Art Goven             | Primary      | 940.565.3590 | Arthur.Goven@unt.edu      |
| Maple Street Hall                 | Monica Thomas         | Primary      | 940.565.2896 | Monica.Thomas@unt.edu     |
| Marquis Hall                      | Tracie Frey           | Primary      | 940.565.4531 | Tracie.Frey@unt.edu       |
|                                   | Carol Ogden           | Secondary    | 940.565.2003 | Carol.Ogden@unt.edu       |
| Matthews Hall                     | Brittney Matthews     | Primary      | 940.565.2235 | Brittney.matthews@unt.edu |
|                                   | Carol Hagen           | Secondary    | 940.565.2555 | Carol.Hagen@unt.edu       |
| Matthews Hall Annex               | Cathie McFarland      | Primary      | 940.565.2066 | Cathie.McFarland@unt.edu  |
|                                   | Leslie Jones          | Secondary    | 940.565.2066 | Lesliede.jones@unt.edu    |
| Music Annex Building              | Rebeca Galindo        | Primary      | 940.565.3334 | Rebeca.Galindo@unt.edu    |
|                                   | Jon Nelson            | Secondary    | 940.369.7531 | Jon.Nelson@unt.edu        |
| Music Bldg.                       | Rebeca Galindo        | Primary      | 940.565.3334 | Rebeca.Galindo@unt.edu    |
|                                   | Jon Nelson            | Secondary    | 940.369.7531 | Jon.Nelson@unt.edu        |
| Music Practice North              | Rebeca Galindo        | Primary      | 940.565.3334 | Rebeca.Galindo@unt.edu    |
|                                   | Jon Nelson            | Secondary    | 940.369.7531 | Jon.Nelson@unt.edu        |
| Music Practice South              | Rebeca Galindo        | Primary      | 940.565.3334 | Rebeca.Galindo@unt.edu    |
|                                   | Jon Nelson            | Secondary    | 940.369.7531 | Jon.Nelson@unt.edu        |
| Oak Street Hall                   | Valerie Hancock       | Secondary    | 940.565.6509 | Valerie.Hancock@unt.edu   |
|                                   | Tom Leininger         | Secondary    | 940.565.4727 | Tom.Leininger@unt.edu     |
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