

Provide accurate and appropriate training and documentation

Help Desk:

- Scheduled student workers for the summer semester.
- Conducted a variety of student worker interviews throughout the year.
- Conceived new ticket/project management procedures to improve Help Desk functionality and wrote a subsequent proposal for this.

Web:

- Removed Technology Wiki and isapi filters that were causing instability on Ursula, affecting the Help Desk website. Research from last year into isapi filters contributed to this removal, and only the implementation of the Experts Documentation Wiki allowed their removal.
- Google Analytics is installed and configured on both the Help Desk website and the Experts Documentation Wiki.
- Woopra is installed and configured on the Experts Documentation Wiki.
- Trained Drew on what and how he needed to update his pages.
- Met with Phil Case to discuss Experts as a CMS for them.

Wiki:

- Maintained Technology Wiki after Joe Kuster left.
- Build Experts Documentation Wiki, as mentioned elsewhere.
- Converted or wrote hundreds of articles for the new wiki.
- Created [Wiki Users Group](#) space for documentation and discussion on how to build and modify a Confluence instance.

RMS:

- Figured out how to make it work and [documented it](#).

Linux:

- Wrote one of the first comprehensive guides on how to install Ubuntu on an Asus EEE PC.
- VPN on Linux (used it to connect with FreeNX to run updates on the Experts Wiki from home one weekend).

Servers:

- Worked with Jason Barlowe (COE) to teach him how to set up a print server.
- Taught Drew how to setup Kwok by walking him through the setup in his office on the production machine (<http://guardian.missouristate.edu>).

SOAR:

- Was Jim Taylor's backup for the security presentation and spoke at SOAR several times.

Other key documentation:

- Blackberry setup guide for Exchange.
- Various Help Desk procedures and training guides.
 - [Client Computer Management](#) section of the Help Desk Student Trainee Check List.
- Banner HR & Payroll training materials.
- *My.MissouriState.edu* documentation.