UConn School of Business Information Technology Services
Technology and Teaching Resource Guide
Fall 2019

At the University of Connecticut, there are many resources available to you to help support you in the classroom as well as help enhance your instruction. This guide will provide descriptions of the many services available and direction on how to learn more and access these resources.

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Help Support Requests and Ticketing

To receive the most immediate attention to any IT inquiry, please email the BUSN IT Help Desk at help@business.uconn.edu, or call at (860) 486-5450.

School of Business IT supports all BUSN employees and students through Helpspot, our help desk management system. Through this system BUSN IT logs and tracks support request tickets. Users can access the ticketing system at any time to review the history of their ticket, from request to resolution.

To Open a Technology Request

EMAIL

The simplest and most direct way to open a technology request is to email help@business.uconn.edu. This will automatically generate a ticket in Helpspot and assign it a ticket number.

Ticket numbers are very important; through the ticket number BUSN IT can track and log all activity on the request. Referencing a ticket number is also very helpful to IT support staff when answering questions regarding a past issue.

PHONE

You may also call our helpdesks directly for support, which may or may not result in a ticket created based on the support needed. Each of our main BUSN locations has a local support desk that is staffed during Business Hours.

Storrs
(860) 486-5450

BUSN Room 225

Stamford
(203) 253-1485
STAM Room 2.59

Hartford
(860) 728-2405
Graduate Business Learning Center
GBLC Room 201

HELPSPOT WEBSITE

To create a ticket from the Helpspot website, go to this URL:
https://helpspot.business.uconn.edu/index.php?pg=request. Fill out the form and click on **Submit Request**.

Writing a Good Helpdesk Ticket

The BUSN IT Help Desk supports a large range of support ticket types, whether it is a simple technical explanation, directions to a specific resource, technology deployments, purchasing recommendations, event support, or technology research. Often our staff are responding to multiple requests simultaneously that require us to be at multiple locations.

Help tickets are run through an initial assessment to determine WHO to route the ticket to, and then this individual reviews the details to determine next steps. Often tickets are delayed due to an extended discovery state in which the details in the ticket are vague and require the first assessors to contact the Requestor to gather more information.

When opening a technology request, here are some tips to help us help your more quickly.

- *Write a descriptive summary*
    - Who, What, Where, When are important details
        - Who is this problem affecting?
        - What equipment is affected? What software is not working? What were you doing when the problem occurred?
        - Where are you located?
        - When did the equipment, software last work correctly? Is this issue time critical?

- *Include your contact information*
    - Please provide a phone number
    - Department name and room number are also useful.

- *Any additional detail*
    - Is this time critical, in that you have a project deadline or an event this is needed for?
    - Has this problem happened before? Include a previous ticket number if this is a repeat issue.

- ○ Are there others affected by the same problem?

Follow up and Response Time

We do our best to answer tickets as they come in; and have multiple staff assigned to monitor our ticket queue. Our front desk is, at times, much busier than others. Many factors contribute to this; technical emergencies that require a coordinated effort in which all technicians are deployed, staff and students calling out, certain times during the semester which have a high volume of requests - this can all affect response time.

In general, we work towards having our first line conduct the initial assessment of the ticket within 1 hour of the ticket being created. Time to route this ticket to the second line depends on the information present in the request - further information may be required before it is routed.

Once routed, closure of the ticket is dependent on the complexity of the issue and the staffing required to resolve it. Some tickets may require coordination between multiple people. If significant delays will be apparent, they will be communicated to the requestor.

Monitoring your Ticket Status

When you open a ticket request, you will get an immediate response saying that your request has been received with the assigned ticket number. This message will be from "Service Desk - Uconn School of Business" and the subject of your request. Within the subject line the six-digit Helpspot ticket number will be in brackets, ex. {123456}

There will be a link to view your ticket status along with the support history online. The link will start with: "https://help.business.uconn.edu:443/index.php?pg=request.check&id="

Ticket updates from that point forward will occur over email. When our staff log changes in the ticket to be communicated to you, you will receive a new email with the same subject line, along with the message from the staff member.

If you reply to this email, it will be logged in the request and the staffmember assigned to the ticket will be notified.

You may also view your ticket online through this page:
https://help.business.uconn.edu/index.php?pg=request.check&id=

You can log in with your BUSN credentials, or type in the access number provided in the email.

Closed Tickets

If the ticket has been closed, it will no longer be available for public viewing. However you may easily reopen a ticket by replying to one of the email messages of the original ticket.

Requests Outside of Business Hours

The service desk hours in Storrs are from 8:00AM - 9:00PM Monday - Thursday, and 8:00AM - 4:00PM Friday. We do not normally operate during the weekend. Regional service desk hours vary, but at minimum are 8:30AM - 5:30PM Monday - Friday.

There may be a time in which you experience an issue over a weekend or holiday in which you seek technical assistance. There is a system in place in which specific staff are notified even if they are not in the office. If you have an emergency, please email help@business.uconn.edu and mark the email as Important. This email does not need to come from your Uconn email address, but please include your contact information and as much detail as you can provide. Also, please provide justification as to why this specific issue requires a response before the start of business hours. We will do our best to attend to it.

Service Desk Locations

The School of Business operates a dedicated Information Technology Services Department which provides curated support to School of Business Faculty, departments, Programs and Centers. Our offices can be found at the following locations:

Storrs
BUSN Room 225
2100 Hillside Rd, Storrs, CT 06269
Service Desk Manager: [Kirsten Banta (interim)](#)

Stamford
STAM Room 2.53
1 University Place, Stamford CT 06901
Service Desk Manager: [Alexander del Campo (Interim)](#)

Hartford
Graduate Business Learning Center
GBLC Room 201
100 Constitution Plaza, Hartford, CT 06103
Service Desk Manager: [John Rhoads](#)

University and Business Accounts

There are two main accounts that every BUSN employee may use to access various University resources; their **University NetID** which is used to access many core services, and their **Business Account** which is used to access services specifically provided for Business employees.

BUSN ID

First initial, last name (ex. jdoe)

All School of Business staff get a username and password to access the resources that we provide. This account gives access to the following but is not limited to:

- Remote Desktop Gateway
- University provided computer
- Enterprise File Services

NetID

3 initials + 5 digits (ex: jpd19003)

To learn more, or change your NetID password, go to http://netid.uconn.edu

Your University NetID may be used to access services such as:

- University Email Account
- HuskyCT
- Uconn Travel Web Services
- Uconn Timecard System
- BARC Research Cluster
- BARC VPN

Computing Resources

Office Workstation and Laptops

All School of Business full-time Faculty are distributed a PC Workstation upon hire, which is located at their assigned office. Faculty may opt for a special configuration or a laptop, however they are expected to cover any cost beyond the price for the current standard desktop using their STAR fund. To replace their current desktop with a newer PC or a laptop, Faculty should email help@business.uconn.edu.

iPads, Monitors, Scanners and Printers

Additional peripherals such as tablets, a second monitor or curved monitor, scanners, printers, etc would need to be purchased with the Faculty's STAR fund or with funds from their home department.

Laptop Loaners

Each Service Desk location has a small number of laptops available to loan on a short-term basis, no more than 2 weeks at a time. Please stop by your nearest Business IT Helpdesk (see locations above) or email help@business.uconn.edu

Network Access (Off Campus)

UConn offers Virtual Private Networking (VPN) to allow faculty to connect to the University Network from off-campus, and access resources that are restricted to operate only within the UConn Network.

- **To learn more about UConn VPN**, go to https://remoteaccess.uconn.edu/

- **To access the VPN through the web interface**, go to https://vpn.uconn.edu

Wireless Access

Uconn provides wireless service to anyone with a University NetID. The Wireless ID is UCONN-SECURE.

- **To learn how to access UCONN-SECURE** from any wireless device, go here.

Remote Access (Remote Desktop)

Remote desktop is a way to access your office machine while traveling. For instructions on how to setup our Remote Desktop Gateway, please go here.

Antivirus and Malware

All School of Business machines are protected and managed through our Endpoint protection instance. We currently manage the settings and updates on all of our machines.

Personal Machines: We strongly recommend you have some form of antivirus on your machine. You will need an antivirus program installed to access the University's wireless network. If you have Windows 8.1 or higher installed, it comes with Windows defender built in. If you have Windows 7 installed, we recommend installing Microsoft Security Essentials or Avast.

Malware is software intended to damage or disable computers and computer systems. All School of Business Faculty, Staff and Student can stop by our office anytime to have our staff remove any malware on their machine. You can also submit any malware questions to help@business.uconn.edu and one of our technicians will get back to you as soon as they can.

Computer Standards

Faculty/Staff

Computing Purpose	Recommendation
Standard Desktop	**Dell Optiplex 7060** 256 SSD, Intel 8770K processor, 32GB of RAM
Research Desktop	**Dell Precision**Please reach out to our helpdesk for more information, help@business.uconn.edu
Laptop (Travel)	**Lenovo X1 Carbon, Dell XPS 13, Dell Latitude** 512 SSD, Core i7 processor, 16 GB, Hi-resolution screen
Laptop (Mobile Workstation)	**Precision M3800** 512 SSD, Core i7 processor, 16 GB, Hi-resolution screen
Tablet Hybrid	**Surface Go** (latest gen) **Lenovo X1 Yoga** (latest gen) **Surface Book 2**

Recommendations for Graduate Students & OPIM Students

Technology	Minimum Spec	Recommended Spec
CPU – Processor	Intel Core i5 4th Gen or higher; Intel Atom or Celeron processors are not recommended	Intel Core i7 7th Gen or higher
RAM – Internal Memory	6GB-Win, 8GB-Mac	16GB-Win, 16GB-Mac
Hard Drive – Internal Storage	7200RPM STATA with 80GB of available space	SSD with 80GB of available space
Ethernet (NIC) – Wired Networking	100/1000 Mbps	1000Mbps
Wifi – Wireless Networking	802.11 b,g,n	802.11 b,g,n
USB – Peripheral Port	2	3

Recommendations for Undergraduate Students / Non OPIM Students

Technology	Minimum	Recommended
CPU – Processor	Intel Core i3 2.5G hz	Intel Core i5
RAM – Internal Memory	6GB-Win, 8GB-Mac	8GB
Hard Drive – Internal Storage	7200RPM STATA with 20GB of available space	SSD with 40GB of available space
Ethernet (NIC) – Wired Networking	10/100/1000 Mbps	1000Mbps
Wifi – Wireless Networking	802.11 b,g,n	802.11 b,g,n
USB – Peripheral Port	2	3

Additional Requirements for all Laptops
- Ability to run Microsoft Office 2016 Professional
- Anti-virus software (Options may include)
  - http://antivirus.uconn.edu/student.html
  - https://www.avast.com/en-us/index
  - https://www.avira.com/en/avira-free-antivirus

Computer Labs

We have computer labs across all three campus for our students to use:

Storrs- supported by our Storrs helpdesk (help@business.uconn.edu)
- Gladstein Lab: 17 student stations

- Behavioral Lab: 18 machines

Hartford – support by our Hartford Helpdesk (help@business.uconn.edu)
- 406: 40 student stations

Stamford- Supported by our Stamford Helpdesk (stamfordhelp@business.uconn.edu)
- 139: 36 student stations
- 141: 6 student stations
- 255: 24 student stations
- 256: 16 student stations

All our labs are standardized to match our OPIM virtual desktop software. A list of the software offered on OVD can be found here (https://confluence.uits.uconn.edu/confluence/display/BUSNIT/Available+Software).

Enterprise File Services

Mapped Drive Shares (P: and Q: Drive)
All School of Business Staff and Faculty have a separate personal drive (P:) and shared drive (Q:) managed by our IT department. The P and Q drive map automatically on University owned machines. If you want to manually map our drives please follow these instructions: https://confluence.uits.uconn.edu/confluence/display/BUSNIT/Mapping+the+School+of+Business+P+and+Q+drive

- To request a new shared folder or permissions to a folder, please email help@business.uconn.edu

University OneDrive
Microsoft offers free online storage of up to 1 TB per user, for staff and faculty. Student Workers are also able to access OneDrive.

- For further Information and to create an account visit https://onedrive.live.com/
- To compare the free and paid plans, visit https://onedrive.live.com/about/en-us/plans/.

File Sharing
The university offers a number of ways Faculty and Staff can share files, both internally to other Uconn employees as well as externally to non-uconn employees.

- University OneDrive - https://onedrive.live.com/
- Filelocker - http://web2.uconn.edu/filelocker/
  This is run by the University's ITS. File uploads are limited to a 2GB limit

Software

Faculty and Staff
We have the ability to assist in installing any piece of software that is either free or licensed under the University. A list of the software that is offered to all UConn staff and faculty can be found at https://software.uconn.edu/. We offer extended license for the following:

- SAS 9.4
- JMP 14
- SPSS Modeler 18
- VMware Workstation
- VMware Fusion

Faculty and Staff can also get Windows and Office for person machines ($10/license) by signing into https://uconn.onthehub.com/.

All Faculty and Staff have a program called Software Center installed on their School of Business issued machines during the imaging process. Software Center shows you all applications that are available for you to install on your machine.

If there is specific Software that we do not currently have licensed, please email help@business.uconn.edu with what it is, where to find it, and why you require it. After doing so, we will investigate acquiring it for you.

Students
School of Business students have access to 3 main software distributions:

- VMware - All VMware products such as VMware workstation or VMware Fusion
- Microsoft Imagine - Microsoft products such as Microsoft Project and Microsoft VISIO
- UConn On the Hub - Windows 10 License and Office 2016

Any School of Business student can stop by our offices at any location for assistance with installing or finding a piece of software that best fits your needs.

The School of Business requires Windows-only software in a number of areas. To help our Mac users out we created what we call Windows 10 Learning Environment. This preconfigured local virtual machine has the software needed for School of Business classes.

- **For more information on the Win10 Learning Environment**, please click here.

Classrooms

While BUSN IT is always your front line of support for teaching in the classrooms, at some locations the support is shared between various departments. Please review the information below to find the best resources for supporting your needs in the classroom.

Storrs Campus

We work in collaboration with AIT to support the classrooms in the School of Business building at Storrs. If you are having a problem with a room please either stop by our office in BUSN 225, call our helpdesk at 860-486-5450, or email help@business.uconn.edu.

You can also reach out to AIT at 860-486-1774. For more information on our classroom please click the following link: https://ait.uconn.edu/. To see the technology available in a classroom in Storrs, click on http://classrooms.uconn.edu.

Graduate Business Learning Center

BUSN IT fully manages the classrooms at the GBLC location. If you have any issues or need a tour of a room, please email help@business.uconn.edu or call 860-728-2405.

Stamford

At Stamford, we work in close collaboration with University IT to support the classrooms. Contacting the BUSN IT Office in Stamford is the recommended method for quick service. If you are having a problem with a room please either stop by our office in STAM 2.53, call our helpdesk at (203) 251-8468, or email help@business.uconn.edu.

Distance Learning / Lecture Capture

Currently, there are three types of course delivery that can be provided and supported; please see below. With **Simple Lecture Capture**, the content of the desktop is captured with the audio of the lecture. This can be recorded for online access via Kaltura, or livestreamed and recorded via Webex. **Advanced Lecture Capture** records desktop content + audio of lecture + video of the presenter (also recorded for online access via Kaltura, or livestreamed via Webex). With **Campus to Campus Streaming**, we can directly connect two *or more* classrooms that are equipped with Cisco codecs. This technology allows interaction between these rooms. We only have a few classrooms in Storrs, GBLC, and Stamford that have the specific equipment in place.

Simple Lecture Capture
- **Storrs** - All classrooms
- **GBLC** - All classrooms
- **Stamford** - Most classrooms (Contact us to confirm)
- **Waterbury** - Some classrooms in Waterbury have this capability

Advanced Lecture Capture
- **Storrs** - BUSN 106, BUSN 214, Spark Cart
- **GBLC** - GBLC 505, GBLC 601
- **Stamford** – STAM 312, STAM 215, STAM 218
- **Waterbury** - WTBY 215, WTBY 324

Campus to Campus Streaming
- **Storrs** - BUSN 106, BUSN 214, Spark Cart

- **GBLC** - GBLC 505, GBLC 601, Spark Cart
- **Stamford** – STAM 312, STAM 215, STAM 218
- **Waterbury** - WTBY 215, WTBY 324

Note: Spark Carts, mobile carts located on-site at Storrs and GBLC allow us to bring Distance Learning capabilities to any classroom. They are equipped with a video camera, microphones, and a large digital display. They can accomplish Campus to Campus Streaming; however, to stream both Video and Content, additional setup is required.

Currently, these services are available dependent on the availability of the classroom and the equipment. We encourage any faculty who wishes to utilize the technology to contact us - we can discuss their course, any limitations to how they envision the technology works, and can set up a test run with them so that they can see firsthand how it works.

Finally, and most importantly, the earlier that BUSN IT and the schedulers know of your intentions to utilize lecture capture or streaming in the classroom, the better the experience will be. Allowing us time to understand a faculty's need, prepare the equipment, and test the connections will ensure the success of the class or event. The rooms listed above can become heavily utilized, so they should be scheduled well in advance of the semester if possible.

- **To learn more regarding how Distance Learning could be utilized in your course**, email the BUSN IT Helpdesk at help@business.uconn.edu

- **To submit a request for Distance Learning to be used in your class,** please complete the BUSN IT Videoconferencing Request Form.

Video and Web Conferencing

WebEX
The University has a site license for the use of WebEx in class and for day-to-day business. Webex also supports dial-in calling to meetings. Based on our experience, WebEx is currently the most reliable software platform for videoconferencing that is provided by UConn.

For more information on using WebEX, please go to https://its.uconn.edu/webex/ or email help@business.uconn.edu.

Other software
The university is also licensed for Skype for Business and Microsoft TEAMS, both are part of UConn's Office 365 subscription.

- To learn more about these applications, please visit https://email.uconn.edu/office-365/
- To login to Office 365, please go here: https://email.uconn.edu/
- To learn about Blackboard Collaborate, please visit: https://irc.uconn.edu/collaborate-web-conferencing-in-huskyct/

Online Hosting Resources

Uconn provides a number of services for faculty or staff to be able to host information online, both publicly accessible or private.

HuskyCT
Course content should be hosted on HuskyCT, the University's Blackboard-based LRM. Both Faculty and Students log in to HuskyCT using their NetID.

- **To learn more about HuskyCT**, go here: https://edtech.uconn.edu

- **To login to HuskyCT**, go to https://learn.uconn.edu

Aurora
Aurora, the University's wordpress-based web hosting service, can be used to host professional content that a faculty wishes to be public. It can also be used to build a website for a department, program, center, or initiative.

- T**o learn more about Aurora and request an account**, go to: https://aurora.uconn.edu/.

HuskyDM
HuskyDM is a data repository and reporting tool for UConn faculty and departments. Faculty can document university-related activities throughout the year, including publications, awards, teaching activity, and memberships. Through this tool faculty can generate the Provost Annual Report (PAR), as well as other university required reports.

- **To learn more about HuskyDM**, including training, please go to https://oire.uconn.edu/huskydm/

- **To log in to HuskyDM**, please go to https://huskydm.uconn.edu

Teaching Resource Departments on Campus

The **Center for Excellence in Teaching and Learning** offers a large number of services to help faculty enhance learning and instruction.

- **To view a full list of all services CETL provides**, go to http://cetl.uconn.edu
- **You can sign up for the Faculty and Instructor News Stream** here: http://fins.uconn.edu

The **Academic IT Department** is responsible for setting Audio & Video standards and policies on Classroom technology, Audio & Visual Equipment, Lecture Capture, and Digital Signage.

- **View more of AIT's services** at http://ait.uconn.edu

University IT provides many core technology services to UConn employees, including Email, VPN access, Wireless Support, and Office 365.

- **Learn more regarding University IT services** at http://its.uconn.edu

Plagiarism and Academic Integrity Resources

Here are a number of resources that may be useful for Faculty to help prevent and detect plagiarism in their classes:

UConn Policy and Process
- UConn's official policies regarding plagiarism
  http://community.uconn.edu/the-student-code-part-iv/
- Reporting plagiarism at UConn
  https://cm.maxient.com/reportingform.php?UnivofConnecticut&layout_id=4
- UConn provided resources regarding plagiarism
  http://lib.uconn.edu/about/get-help/writing/plagiarism-resources/

Tools for Faculty
UConn provides SafeAssign for plagiarism detection but it requires HuskyCT adoption. Most Universities, including the top 5 use Turninit. Many of these tools explained above become accessible from through web browser plugins. Firefox has the most add ins available, Chrome has some.

Changing the grading workflow from hardcopy to softcopy to an in-browser accessible format such as google docs (all student have free access too, or Microsoft Word online will enable a professor or TA grading papers to right click on a document from within the browser and have immediate access to plagiarism analysis tools.

- **Google Advanced Search** and other search engines detect multiple phrases that you suspect are plagiarized. Select up to 32 words from a suspect paper or choose a phrase and place quotes around it.
- **SafeAssign** is now available on campus through HuskyCT and can serve as a strong deterrent to plagiarism if students are aware of it. The software has limitations in searching for materials from numerous subscription-based databases and print resources.

- **Google** a few topics and notice highly ranked web pages
- **Reverse Image Search**
  Image and graphics attribution can be overlooked. These tools help identify images from Internet sources and finds similarities.
  - TinEye - https://tineye.com/
    - Requires a free account
    - Firefox plug in, https://mzl.la/2vszMhc
  - Google Image Search - https://images.google.com/?gws_rd=ssl

By adding a rubric that requires students to analyze their writing and having them submit before result, correct the paper and provide after results with justification for example, some common words can be assembled together and may not constitute plagiarism…"these are a few of my favorite things…" and some facts are universally accepted "…there are 3.28 feet in a meter…" researchers and student learn the importance of self-verification and validation. Because the software is being used for personal use and not commercial use the licensing restrictions are met.

Other Recommended Tools (Free)
There are many available free browser plugins that more or less automate the plagiarism analysis process:

- **Plagy -** https://plagly.com/
  The site is clean and modern. The interface is intuitive and unassuming.
  - Requires a free account to use
  - Conveniently, Firefox has a plugin https://mzl.la/2vsIH1W
- **Plagramme -** http://bit.ly/2vsJ1xT
  This site's analysis results are the easiest to understand
  - Significant multi-language support
  - Required a free for teaching professionals with thorough results
  - Not ideal for student use / self-verification
- **Viper -** http://bit.ly/2u4jGGY
  - Compares against more than 10 billion sources
  - Great for student-self verification

Advantages to Paid Services
- Faster results
- Checking an entire document, not just 1000 words (some free tools limit the number of words), ability to submit the most common document formats.
- Inclusion of more resources
- Few paid services include access to subscription research journals. The few that do pass the costs on making them cost prohibitive
- The more widely adopted the service is by other universities the large the resource pool. These services capture the data and save all submission into the sources collection.

Events

BUSN IT Staff is responsible for handling IT setups for events in the School of Business. When requesting an event in the School of Business that requires IT, please include everything you need for the event and our office will reach out and coordinate accordingly. *Be sure to schedule in advance, and please be specific about technical needs!*

Room reservations are handled through different departments depending on location:

Storrs
Dean's Office
Email roomrequests@business.uconn.edu with the desired room, date, time, and purpose.
Phone: (860) 486-0231

GBLC
Graduate Programs Office
Email GBLCroomrequests@business.uconn.edu with the desired room, date, time, and purpose.
Phone: (860) 728-2412

Stamford
Stamford Registrar
Email maxine.tobias@uconn.edu with the desired room, date, time, and purpose.
Phone: 203-251-8532

If videoconferencing is required, you will also need to complete the BUSN IT Videoconferencing Request Form. Please complete this form 2 weeks in advance if possible, as in some cases we allocate specific staff resources to support events.

- **To submit an AV request form for an event**, please go to the BUSN IT Videoconferencing Request Form.

Equipment for events
The BUSN IT Department has the following AV/DL equipment that can be set up for events
- Mobile Projector Cart
- Spark Cart – (Portable Distance Learning Cart)
- Lenovo E Series Laptop
- VOIP Nortel Conference Phone

Other IT Support

IT Purchasing Assistance

We assist in purchasing School of Business IT equipment. This ranges from Faculty and Staff machines that best fit their needs to department common space equipment. We can help with the following:
- Recommending computers to best fit a need
- Quoting computers or equipment

- Building out a conference space
- Outfitting an area with new technology

If you need assistance when getting any IT equipment, please email help@business.uconn.edu and a member of our staff would be happy to assist.

We can also provide recommendations for incoming students. We typically recommend based on specifications and that can be found here:

- [Recommendations for Graduate Students & OPIM Students](#)

- [Recommendations for Undergraduate Students / Non OPIM Students](#)

IT Projects

If you have a project that needs IT support, we are happy to help. We classify projects as something that will take an extend period of time and needs extensive planning to execute. If you have a project, please email the Helpdesk at help@business.uconn.edu with a description of your project goals, it's business purpose and relevance to the School of Business, and your target timeline for completion. We typically request a 1-month lead-time at a minimum.

Once we receive the request, our staff will schedule an in-person meeting to discuss the project.

IT Education

Our department has a wealth of IT knowledge, and a wide range of skills. If you're interested in learning from us in any capacity, feel free to ask about workshops. We offer workshops tailored to your needs based on our specialized abilities. Open to faculty and students alike, workshops prevent a unique opportunity to get technical insight into a wide variety of topics.

We also offer technical documentation. If you require documentation for an application or process, please reach out to us and we will coordinate its creation.

If you are interested in either of these services, please email the Helpdesk at help@business.uconn.edu with your request.