

## **Campus Roomview 7 Server A Joint 2009-10 ITAC Proposal**

By

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### **Summary**

Liberal Arts, Social Work, Communication, Architecture, Pharmacy, Education, Law, Fine Arts, and Undergraduate Studies request \$23,800 in 2009-10 ITAC funding to deploy a shared Crestron Roomview server to provide campus-wide monitoring and control of classroom multimedia teaching technology. The shared server will provide standardized information on classroom use, allow for more collaborative support of classroom teaching, and extend these advantages to units lacking the resources to deploy RoomView independently.

### **A Campus Roomview 7 Server**

Faculty and students at the University of Texas have become accustomed to the familiar touch-screens used to control the teaching technology installed in our classrooms. In nearly all cases, these touch-screens are connected to Crestron control hardware and software. Roomview is the Crestron real-time helpdesk software used to provide remote control and monitoring of classroom equipment. A primary feature of room view is the ability for help-desk staff to control touch-screens remotely, allowing staff to help faculty solve problems quickly without waiting for a support technician to arrive in the room.

Several Colleges have deployed Roomview 6 and use it effectively to assist users with classroom problems, monitor equipment use, and assist with equipment testing and maintenance processes. Each installation, however, is somewhat different, limiting the degree of collaboration between units. Roomview 6 is also limited in that it is Windows only, relies on software installed in client computers, and has proven to be unstable and liable to crash.

Roomview 7 Server solves these problems by locating processing and data storage on a stable, central server. Support staff access is through a web browser making it completely cross-platform. A common, shared server takes this a step further, providing a single, standard interface for all rooms across the University, and allowing support staff to help anyone, from anywhere. This ability will foster mutual support and collaboration between the various college helpdesks. Also, many technical support functions can be automated and streamlined, increasing efficiency and releasing staff for other duties, including providing more personal face-to-face user support.

Of particular interest are Roomview 7's ability to:

- schedule equipment operation, shutting down equipment at night and restarting in the morning without staff interaction
- send email alerts triggered by events in classrooms such as projector lamp failure
- detect equipment theft and alert authorities
- provide reporting that can be used to track resource usage for more effective planning, purchasing, and resource allocation
- send messages directly to classroom projectors, a feature that could be integrated into our emergency response system

Perhaps most importantly, a campus Roomview 7 Server will allow Liberal Arts to provide equal levels of all these services to smaller units that lack the resources or skills to deploy it on their own.

A common, campus Roomview 7 Server installation will require some reprogramming of nearly every classroom control system on campus. In most rooms the reprogramming will be slight but will require a visit to the room. Since few colleges have the technical ability to perform this programming, ITAC funds are requested for Liberal Arts to provide this service.

### **Budget**

Server hardware and software	\$7,800
System Administration -100 hrs @ \$40/hr	\$4,000
Programming - 400 hrs @ \$25/hr	\$10,000
Total	\$21,800