INF3280
ASSIGNMENT IV

A USER SUPPORT DEPARTMENT AT UIO

Written group assignment

Spring 2012

Candidate numbers
603, 618, 628, 637

TABLE OF CONTENT

1. INTRODUCTION

- ## Abstract

The purpose of our group assignment is learning to evaluate organized efforts for improving IT competence in organizations on the example of the user support department at UiO. The reason of interest is deeper interfering into the university's IT support sector, its structure, and development and future projects. Direct observations, interviews with different elements of the whole drift, surfing of the relevant literature and brainstorming were used as the main sources of collecting and processing data. Our group project helped us to understand how the system works, to achieve the aims and to make the conclusions in a short time.

- ## Background

A study of how drift section supports Problem solving for users at universities: The case of UiO.

Founded in 1811, the University of Oslo is Norway's largest and oldest institution of higher education. Today the University of Oslo has approx. 30,000 students and 6,000 employees.

Who is responsible for IT support and resources of 12.000 Windows PCs, 1.500 Mac clients, 1.000 Linux clients, 300 Windows servers, 1.500 Unix/Linux servers and associated infrastructures like storage SANs and backup systems? How is the work of the user support department organized? Who and what helps them to be well-structured, competent, reliable and successful?

2. AIM

- ## Research questions

  - ### How is IT support organized

Find out how the user support department's infrastructure is organized. What elements it includes, how its elements interact with each other etc.

  - ### Quality of support

Find out a qualitative key factor to the success of the user support department.

  - ### How they interact with users

Find out how the way complex user support department's infrastructure of the UiO is presented to the end users.

  - ### Responsibility of IT competence

Evaluate IT competence in the organization and find out how it is improved and developed.

3. THEORETICAL FRAMEWORKS

A study of the IT support section at the institute of informatics at UIO involves several groups of people. First there are the users who need help and training with problems that occur. In our case the users are all the students attending a single course or taking a full education at the institute of informatics at UiO and also employees.

These students use IT to learn IT, in practical use that means that they have access to IT equipment at UIO such as computers and the software on them. And in some other cases also other physical IT equipment, this can be printers, scanners etc. These students are located at some of UIO's teaching buildings at Blindern, Oslo. And for us looking at the IT support at IFI, the students will mainly be found at the computer labs or other teaching facilities located on different sites at the university campus part called IFI2.

We are going to look at how the IT department organizes their support and how good or bad the support actually is. For instance a survey of users in a US university that examined the correlation between support factors and user satisfaction. (Shaw, 2002)

1. **Fast response time from system support staff to remedy problems**
2. **Data security and privacy**
3. **User's understanding of the system**
4. **New software upgrades**
5. **Positive attitude of information system staff users**
6. **A high degree of technical competence of system support staff**

Table 3.1.: Factors and user satisfaction (Shaw, 2002)

So we can use this to compare our results that we have found in the interviews, direct observations and the relevant documents we have analyzed.

The students that are getting an education at the institute of informatics have over the average skills when it comes to informatics. They are all experienced in using a computers and advanced software on a daily basis, of course there are some differences between students but mainly they are above average.

"IT users need IT skills, without which they would not be users. IT skills therefore constitute the main learning aim of IT training and material for learning use." (Kaasbøll, 2012).

When a student get stuck with a problem in his or her studying or a technical or software problem they can get help from the IT support department. The students can for instance find help at the computer labs from IT support people called "Termvakt". These people are normally the first point of IT support the students meet.

If the IT support at the computer labs can't help the students they can contact people one level up, these are people with more education and experience and can help students with more complex problems. They are usually over-engineers in informatics and have been working in the IT support team for a longer period. Usually the students can contact these people be email or phone, and also sometimes come to them at their office in visiting hours.

“IT specialists meet users in boundary encounters on the phone and face to face, helping out those who need IT competence, and they learn about users tasks and information through interacting with them.” (Kaasbøll, 2012)

Boundary encounters in this case means that one from the category “user” and one from the category “IT support” meet and the first one gets help from the latter one.

A boundary object is a material thing which makes sense in more than one CoP, and which also has a structure that is common enough to be recognized in both CoPs (Star & Griesemer, 1989). In this case the IT itself is a boundary object between the interaction of user and the IT Suport staff.

UIO also have a large part of their web-pages dedicated to IT support. Here students can search for solutions on problems they might have. They can find FAQs and instructions sheets made på the IT support department at IFI to help them with problems other students have had before them.

The type of problems the student meet can vary a lot. They all attend different types of courses with different topics, so the problems can be directly course related. The students often need help with mandatory assignments in different courses. Other problems that might occur can be software related on the computers installed at IFI or the students own computers that they use when studying.

4. METHODS

- **Direct observations**

We've tried to focus on reliable and easily measurable empirical data which we are able to analyze and discuss afterwards.

- **Time of response and problem solving**

As almost all of us had some request sent to IT department we've tried to dig as many information as possible from real problems that were solved in recent past.

The problem solving system at UIO works as an email (UiO, Ticket system, 2012), what means that every request sent by email gets its own unique ticket number, which is used inside internal system and users of that system can easily operate with particular requests. Let us present that by showing you an abstract case.

Measurements based on ticket system casual procedure

1. In case that you have some request or problems related to IT at IFI UIO you can send email to *drift@ifi.uio.no*
2. As an automatic response you'll get information about your unique ticket number
   This number will be also associated inside ticket system as a new request
3. When one of human resources will read that request, he'll try to forward the problem to responsible person within IT department infrastructure described in previous chapters. It's obviously based on content of that request. In this moment you can receive email with information that problem was forwarded to responsible person. This is also the moment which we call "First response" in our results table.
4. As a next step the problem is mostly solved virtually, if it's not possible, they can do house call[1] and try to solve the problem in place where it has appeared. According to (Christiansen, 2012) it's a big advantage of having the IT support department in the same building as the problems can appear.
5. Immediately after the problem is solved you'll receive information according to your record that problem was solved. This is also the moment which we call "Problem solved" in our results table.

- **Analysis of most common problems**

According to (Erokhin, 2012), most of the user problems are basically forgotten passwords. IT department made several FAQ pages and instruction sheets concerning password finding and restoring problems. We've tried to analyze this problem by analyzing some possible use cases.

[1] Coming and helping people, where they are.

Forgotten passwords within several UIO IT services

During these use cases we assume that we already are students, we know most of IT services provided by UIO and we want to use some of them directly. We did forget our passwords and we want to find or restore them. We've chosen most common services provided by IFI UIO. It's (UiO, Webmail, 2012), (UiO, Devilry, 2012) and (UiO, Fronter, 2012). We'll describe our findings in chapter devoted to discussions analysis.

- **Analysis of instruction sheets and FAQs**

We've tried to continue with previous topic and according to (Kaasbøll, 2012) publication analyze learning processes within instruction sheets placed on (UiO, IT services, 2012) such as not sequential or unrecognizable instructions and also not competency of each issues.

- # Interviews

By (Koon, 2012) an interview provides more than just additional voices. It provides facts, expertise, balance, depth and credibility. They also breathe life into information that might otherwise fall flat. That's one of the main reasons, why we've chosen this method. We did interviews with 3 different people working as IT support at UiO at 3 different positions.

It was one of the easiest ways to get important qualitative facts about IT support department from 3 different points of view. We've chosen to use an open question form. We've asked the same questions all interviewed person. An extracts of interviews are used in Analysis and discussions chapter.

5. RESULTS

- **Time of response and problem solving measurements**

Our results are consisted of 10 recent real problems provided by all of the group members. We've used precise timestamps of particular emails solved by drift's ticket system to provide calculations below.

Request sent	First response	Problem solved	Response time		Solving time	
14.01.11 19:49	17.01.11 12:02	17.01.11 12:02	64:13:00	H:M:S	64:13:00	H:M:S
08.11.11 14:28	10.11.11 14:54	10.11.11 14:54	48:26:00	H:M:S	48:26:00	H:M:S
29.11.11 0:44	30.11.11 15:25	30.11.11 15:25	38:41:00	H:M:S	38:41:00	H:M:S
05.12.11 14:25	09.12.11 11:08	14.12.11 11:08	92:43:00	H:M:S	212:43:00	H:M:S
06.02.12 14:46	06.02.12 16:00	13.02.12 10:42	1:14:00	H:M:S	163:56:00	H:M:S
08.02.12 12:58	08.02.12 14:34	08.02.12 14:34	1:36:00	H:M:S	1:36:00	H:M:S
17.02.12 14:19	20.02.12 13:30	20.02.12 13:30	71:11:00	H:M:S	71:11:00	H:M:S
27.02.12 9:13	27.02.12 12:59	27.02.12 12:59	3:46:00	H:M:S	3:46:00	H:M:S
03.05.12 15:47	04.05.12 8:50	11.05.12 9:39	17:03:00	H:M:S	185:52:00	H:M:S
09.05.12 12:18	10.05.12 11:16	10.05.12 11:16	22:58:00	H:M:S	22:58:00	H:M:S

Table 5.1.: Response and solving time calculations

By analyzing the table above we've considered to use chart viewing minimum, average, maximum results and differences between each levels. Our findings about these facts are located in discussion and analysis chapter.

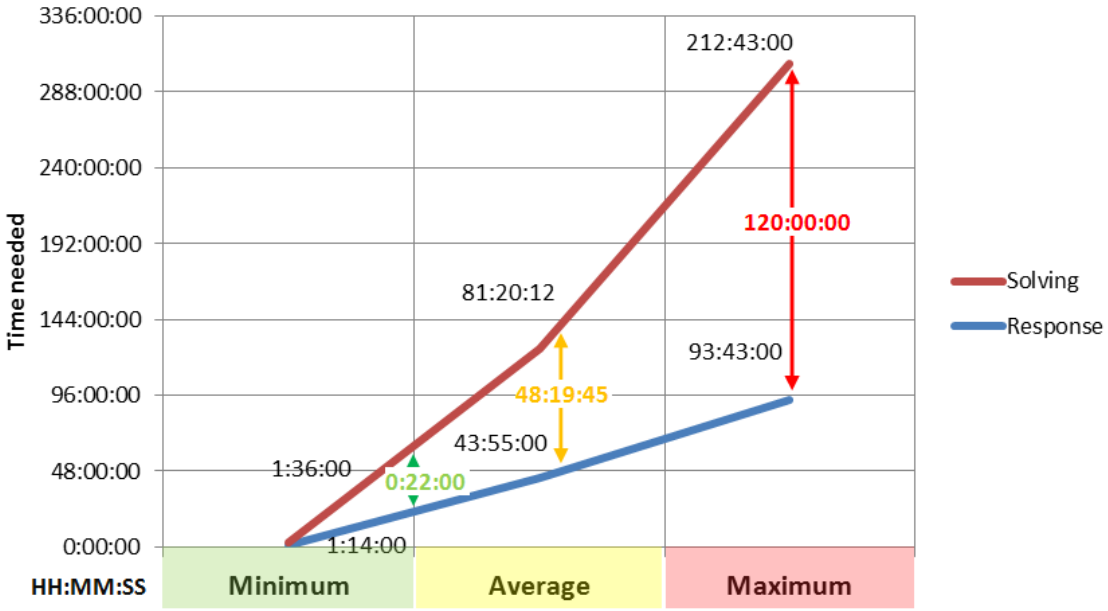
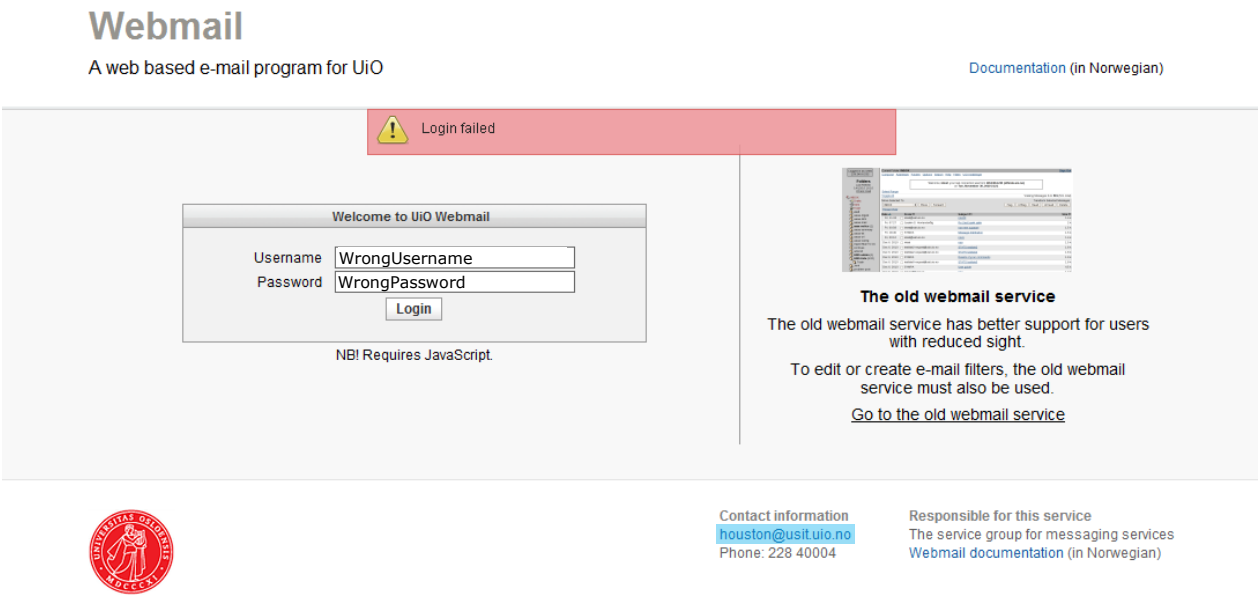


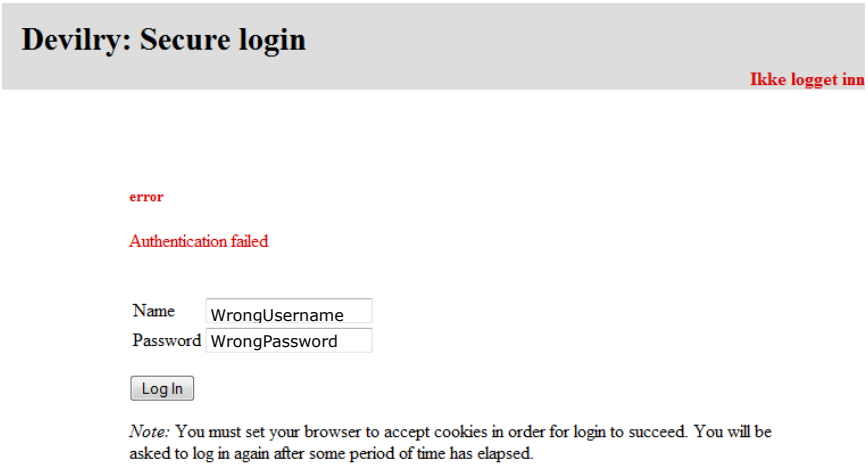
Figure 5.2.: Response and solving time chart

- **Analysis of most common problems**



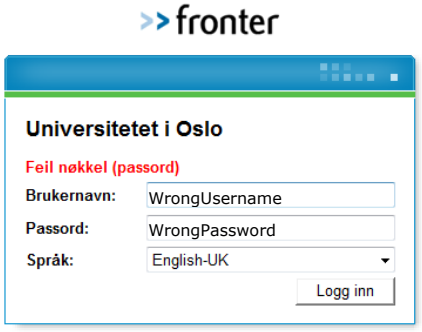
Picture 5.3.: Screenshot of webmail (UiO, Webmail, 2012)

Unfortunately, after typing wrong details we get only error message without opportunity to find or restore our login details. Hopefully we can use attached contact information which is houston@usit.uio.no



The same problem occurred also here. After typing wrong details we get only system error message without any opportunities to find or restore our password. On this website You cannot even find any support or contact information about password changing problematic.

Picture 5.4.: Screenshot of devilry (UiO, Devilry, 2012)

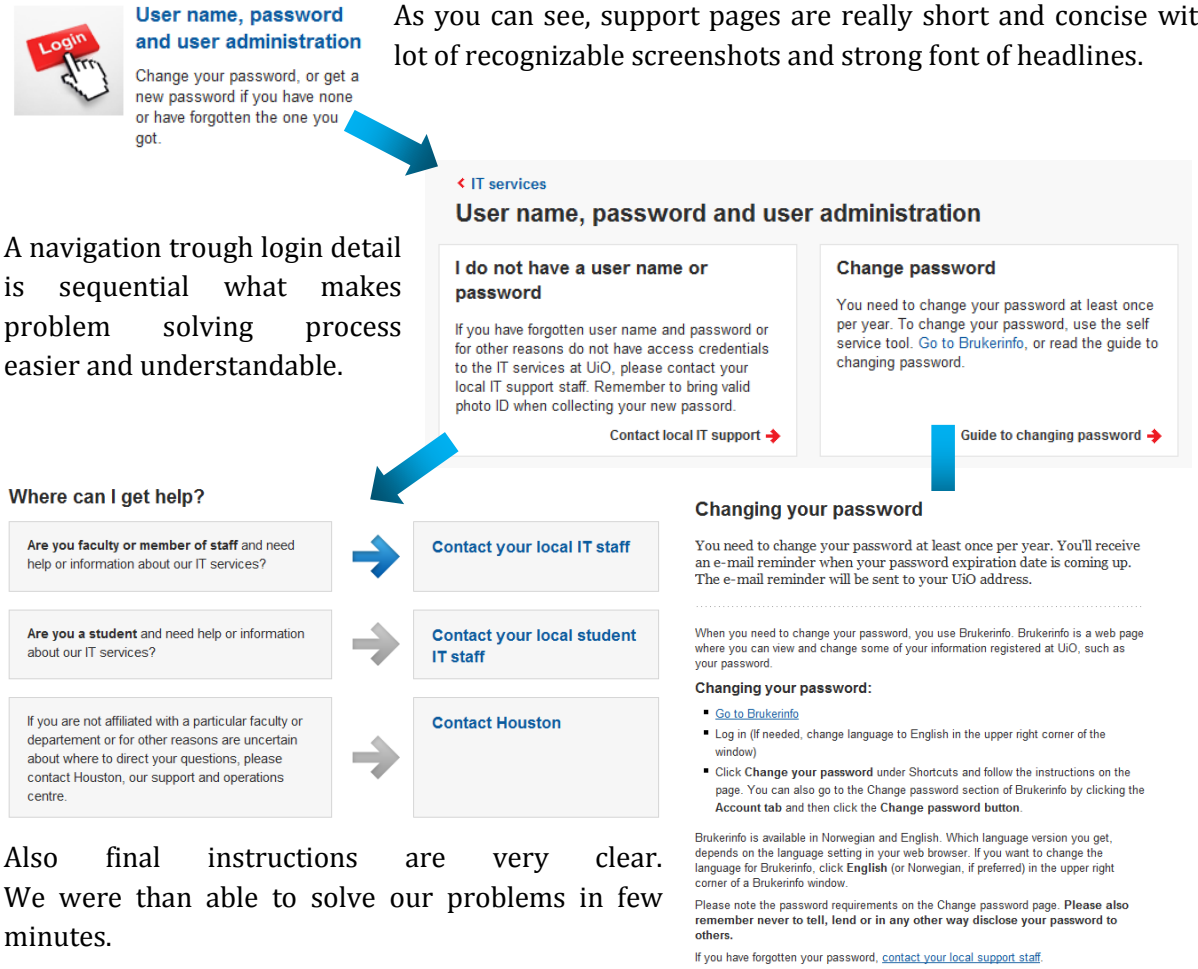


As you can see we were unsuccessful while entering fronter system with wrong login details. As the result we get some error message, which is written in Norwegian language. We are also not able to contact IT support department directly.

Picture 5.5.: Screenshot of fronter (UiO, Fronter, 2012)

Analysis of instruction sheets and FAQs according to previous problem

Since we were not able to change our password directly within services mentioned above, we've tried to find some support at official UIO pages (UiO, IT services, 2012), where all the IT services and according instructions are located. Let's continue with previous topic and try to find or restore our login details.



As you can see, support pages are really short and concise with lot of recognizable screenshots and strong font of headlines.

A navigation trough login detail is sequential what makes problem solving process easier and understandable.

Also final instructions are very clear. We were than able to solve our problems in few minutes.

Figure 5.6.: IT support instruction sheets sequence (UiO, IT services, 2012)

6. DISCUSSIONS ANALYSIS

- **How is IT support organized**

The IT support for the students at the institute of informatics are basically run by a section called Drift. In Drift they have one leader called Terje Knudsen and he is in charge of eight employees. These people are all on the same level in the hierarchy, also called a flat structure. They all have the tittle Senior-engineer.

They are now all gathered under the same roof, at the 4th floor at the IFI2 building. Before 2012 they were more spread around at the UIO campus. To get in touch with this part of the IT support you can email, phone or visit them in opening hours.

Underneath the Senior-engineers in the hierarchy you will find a group called "Termvakt". They are located in computer labs and at other strategic locations where the institute of informatics has its occupation.

Drift also has a strong relationship to another part of UIOs IT department called USIT. USIT stands for "Universitetets senter for informasjonsteknologi" and is the central IT department at UIO. Problems are often sent between Drift and USIT to find solutions. (Universitetets Senter for Informasjonsteknologi)

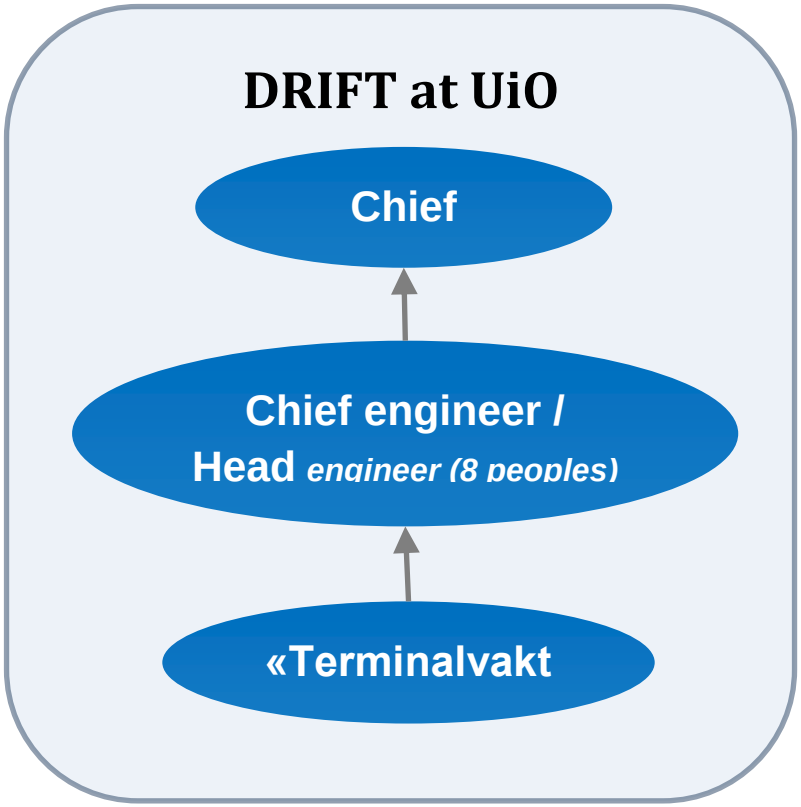


Figure 6.1.: The hierarchy of Drift at UiO

- **Quality of support**

Drift department gets around 50 to 100 requests each day. Mostly it's caused by errors in the system. They are able to solve more than 30-40% on the first day. (Erokhin, 2012).

According to figure 5.2. the appearance of the first response is really quick. Amount of solved problems corresponds with Erokhim's statistics. We suggest that linearly increasing characteristic of response time is caused by availability of responsible persons and also complexity of particular problems. That basically explains also exponential character of time needed to solve these problems and growing gaps between responses and solving. When problem is more serious it needs more resources and also needs more time to solve it.

- **How they interact with users**

IT support faces a great number of problems they should solve in a short time to satisfy the user. Different divisions or structures of the IT support are responsible for various missions and problems, but all of them have direct and indirect interaction with the user.

  - **Active interaction**

The easiest way to interact with support is email. The urgent service of the university is Houston houston@usit.uio.no, which forwards the problem to other structures. Besides this almost all web pages contain contact information (email addresses) user can use in the problem cases. The user gets the automatic ticket that his case / problem is under processing. Essential functionality of ticket system is described in methods chapter. All kinds of possible solutions or forwarding of emails are sent personally by those who solve the problems by turns, but they have some kind of prioritizing queue.

Some users prefer phone contact with the user IT support. It is typical for those who cannot contact the help service self.

In addition IT user support group at IFI2 gets many telephone calls and requests as they are responsible for technical functionality in the whole informatics house (equipment in the classes, auditoriums, prints, scanners etc.).

The other part of users prefers personal contact with the IT support, that can depend on the level of skillfulness of the user and urgency of the case or may be just easiness for students if they sit and work in the university.

  - **Passive interaction**

The IT support of the UiO made a great job that many problems can be solved personally by the user without direct interaction using the instruction sheets and other staff which is presented on their web page http://www.uio.no/english/services/. The instructions are rather sequential, easy to imitate that helps to obtain the desired result. The material on the page is renewed. Mistakes and bugs are regularly corrected. If the user faces the problem he can contact the developers and complain about the difficulties. (Kaasbøll, 2012)

- **Responsibility of IT competence**

One of the main points of being a good support is their competence.

After several interviews with two different departments, we asked them questions about what training, and what education you need to get a full time job in one of the support departments. And several other question about training the support department when new software arrives. One of the main answers from drift at MATNAT and USIT was "learn on demand".

Basically they learn from each other. At drift Øystein Christiansen told us:

"The guys working at the drift group have all our specialties. We are all on the same basic level. The specialties are like changing grapich card / toner, starting up the projector and that kind of equipment. If we dig deeper into the material, some people are specialized in operating systems. Linux, Mac and Windows. One guy is specialized in printer problems, one support for databases, and I do all the ordering." (Christiansen, 2012)

This answer tells us that everyone in his group has an area to cover. If there is a problem with the printer, the printer guy is coming to the rescue. Øystein's education was a degree from IFI, he graduated in 1992. When he graduated he was an expert on Mac OS, and that was quite unique in 1992. People doing maintenance at IFI those days, were not familiar with the Mac OS. He thinks maybe that was one of the main reasons that he got the job here in the first place.

We also asked him, what qualification you need to get a full time job at drift.

"They don't have to have a master. But when we employ new persons, they mainly have the background from Termvakt. If they are good Termvakts. Usally we take good Termvakts into a recruit position at drift. And they usually work here for one year or so. And when there is an open space, they can get that job. Unusually they have other backgrounds." (Christiansen, 2012)

If people want to have a job as a senior engineer like Øystein, they rather have to climb the hierarchy than get good references from other places. What we get out of all the information is that contact and close connection to the department, can get you a job in the future.

Our group discussed about training and learning new software is something that can be a problem for support, if they don't have the experience and user background of new software and updates. So we asked Øystein if he got any training or courses on new updates or new software that the department takes in.

"We can go to classes and courses but mainly we don't. The initiative has to come from us, and we teach ourselves mainly. "

So again, we see that learning on demand is an implicit phrase in the support department.

We also had an interview with Igor Erokhin, a developer from USIT. And he told us a bit about the department and what kind of education you need to get a job there.

"I've got a master from this university, and I worked some other places. Main education is a bachelor degree. Some of my colleagues are working on their master degree." (Erokhin, 2012)

And Igor also talks about what kind of training he got when I started working

"Collaboration with your colleagues is the main thing. If you have a question. My manager gave me some start up training, and some of my colleagues that had great experience. " (Erokhin, 2012)

So in this department it seems like they get some organized training, but still its learning on demand.

Igor has worked at this department for a short period of time, but he talk about training on new surfaces.

"Yes, it happens. You can't get trained for all the stuff you need. There is a lot of stuff you need to learn. Yes, I learn from in house training. It's mostly open source, so it is open for everyone." (Erokhin, 2012)

7. CONCLUSIONS

- **How is IT support organized**

The good thing about the hierarchy of Drift is that is simple, it makes the information between instances flow easily. There are fewer points where information can get lost. And that is also supported by the staff being in close proximity of each other. It makes for faster and good communication and workflow.

"Now I can just walk over to my colleague's office in 5seconds, instead of putting on my jacket and leave the building to find them. It makes it a lot easier." (Christiansen, 2012)

The physical positioning of the contact points for IT support are very god an easy accessible. For instance when we walk around on the campus and looked for "Terminalvakt" to interview, we observed several places where you could get IT support. And also the opening hours on most of the computer labs with "Termvakts" present where really long. It's even possible to get direct help from "Termvakt" on Saturdays and Sundays.

A problem that could occur is some confusion on who you actually where contacting when you send an email or make a call to the IT department from contact information found on the UIO webpages to solve your problem. On the other hand most users probably do not care as long as the get help with their problem in a good way.

- **Quality of support**

IT support department provides lot of services and supports all of them through various operating systems. Active form of support is fast enough, but may be slowed down by redundant questions, which solutions are already available on centralized support pages. As we saw on the table 3.1. fast response is one of the important factors of user's satisfaction.

We think they can concentrate on serious problems by avoiding solving of simple request, such as forgotten passwords. Users are trying to use first possible option, which mostly is sending an email especially when IT support email appears almost on every computer all over the faculty.

They should focus on the gaps we shown in the results chapter and put some more references to centralized passive support system in most common cases of problems.

- **How they interact with users**

An interaction with users of the University system is an important condition for a perfect functioning of the whole University infrastructure. This is supported by factor 5 in table 3.1. The positive aspect of this interaction is that users can choose one of several opportunities of interaction points such as email, phone, personal direct contact, indirect contact, terminal living-rooms.

Drift has a way of numbering all the problems with a unique key. This runs very smoothly and it is good that the supporters have a way to organize the problem after critical factors as well. This probably makes it more efficient so they can solve more problems faster.

But we can mention that sometimes forwarding of users' requests makes the response time go up finding the right addressee and problem solver. The professional language makes another kind of problems and boundaries as programmers and developers speak often in professional jargon, people prefer to come personally and get help physically. But since this actually is support for users who study informatics the problem can be less than it would be for "normal" users. And the IT support and users at the institute have lots common boundary objects as well to make it even easier.

A good solution for this kind of problem can be organization of session or the same kind of course like "INF3280 - Development of IT competence in organizations" for those who work with usual people but not the super-users.

- **Responsibility of IT competence**

Responsibility of IT competence is presented that the employees get large experience at work and often they have to find solutions very quickly and without any help. It describes them from a very skillful and creative side: it is a good way to keep knowledge and continuity at work.

But the negative side is that it seems like no training, besides self-teaching and asking colleagues. The situation is almost the same at the "Drift" and "Termvakt". "Usit" is trained a little more professional but not in a mentionable way. They have the opportunity to attend courses and training paid by the university, but they do not seem to be interested in it (it is good to have some kind of obligatory courses before starting and during the work period).

8. SCOPE FOR FURTHER STUDY

If we'll have more time, we'll try to focus on these aspects

- **Psychological point of view**

We did not focus on psychological point of view of IT support. Possible research questions may be:

How do they feel, while they receive so many requests each day?

How their responses are interfering with user's feelings?

- **Users requirements**

We would also like to make some survey about student's requirements and improvement ideas of IT services at IFI UiO.

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10. ATTACHMENTS

- **Interview questions**
  - **How is Drift organized? Explain the hierarchy.**
  - **Is the drift responsible for all university's departments?**
  - **Do you accommodate other users or UiO is the only your user?**
  - **What do you do if the problem is unsolvable?**
  - **Where are you in this hierarchy?**
  - **What kind of qualifications did you need to get this position?**
  - **What kind of training did you get when you started?**
  - **Who gave you this training?**
  - **Do you get training in new topics and updates as they surface?**
  - **From who? Self-teaching?**
  - **Do you do any training on others? Who? What kind of training?**
  - **What kind of OS do you prefer?**
  - **Are you "fluent" in all of these three Windows, Linux and Mac?**
  - **Do you do "house-calls"? (come and help people where they are)**
  - **How many request do you have each day? Statistics?**
  - **How many problems are solved of these?**
  - **How many of these are OS related? Statistics on OS?**
  - **Future IT projects**

- **Transcription of interview with Igor Erokhin (7.5.2012)**

I work for a group in maintenance, example when you use your password or a username. We have a lot of users. It's a little part of the whole infrastructure.

Do you have several departments?

We have a really huge infrastructure, there is a lot of departments

Are you a part of drift?

No I'm a developer. So what I do is development.

How is drift organized?

In our group there is not so many doing drift. Out group consist of ten people. We don't get directly contacted by the user, they contact drift first. We're sitting in the center of everything. We are the last line of the support.

Three layers of drift.

It depends on what kind of problems.

If you having a problem you send mail, and the ticket will be in process.

How long does the problem solving take usually?

It can take one day, five days or ten. Depends on what kind of problem it is. Or delays, service level average.

Your department and your structure it's called? Basic services. In departments there are groups.

What kind of education did you need to get his job?

I've got an master from this university, and I worked some other places. Main education is a bachelor's degree. Some of my colleagues are working on their master degree.

Is there a lot of students working in this department?

Yes, you can say so. In our whole group there a lot of students. Some of them are taking a master degree.

Did you get any training when you started?

Yes, there were a couple of sessions, but there is like training by doing. You get a problem then you solve it.

Did you get training from colleagues or users?

Collaborations with you colleagues is the main thing. If you have a question.

Who gave you this first training?

My manager, actually the manager of the manager of the manager. And some of my colleagues that had great experience.

It's not one drift that does all the drift, its small groups that is divided in with a maintenance department and drift. (Not so important, too deep)

Do you get training in new topics and updates as they surface?

Yes, it happens. You can't get trained for all the stuff you need. There is a lot of stuff you need to learn. Leering on demand! Yes, I learn from in house training.

It's mostly open source, so it is open for everybody.

Are you training others?

Not currently, I haven't been in this group for long. Just started working there.

What kind of OS do you prefer?

All of the development is done in Linux. Servers and systems are hosted by windows and Macintosh as well.

Are you fluent in this three OS?

Ehh, I haven't used mac so much.

How many request do you have each day?

I don't get a lot of request, but drifts gets 50 – 100 request every day. Mostly errors in the system. We like do find the problems before the users, so we always working trying to find system errors, and report that the problem is fixed.

Do you use house calls?

We get calls from users as well.

Do you know how many problems that gets solved every day?

Allot of them are solved, if its 50 you cannot solve everything. But 30 – 40 % are solved on the first day.

If its unsolvable, what happens?

It happens, you need to prioritize.

Do you have some due time?

It depends on how critical it is. We have levels of criticality.

All the stuff needs to be done as IT(books of forms of how to solve problems i guess) All the stuff are formalized, we have liberty of routines. Different critical level and stuff. It's not used officially but we're trying to follow this. It will be actually used someday.

Is it just users from the university?

We work for other high schools and university. But doing drift for just Oslo uni.

Witch question is the most common?

That the user cannot access the system. Very basic stuff. We are managing these kinds of problems. ”Why can’t i use this? I have a deadline tomorrow”

You always want to solve the problems very quickly.

Are you involved in future IT projects?

I work in the center, so different departments are in charge of these kinds of projects. But there is a lot of new IT projects, they are sitting in a queue, waiting for resources.

What kind of projects?

Integrating different system in the system. We are the central brain.

- **Transcription of interview with Øystein Christiansen (10.5.2012)**

How is Drift organized? Explain the hierarchy.

We say that the hierarchy is non existing. We work all on the same floor at drift. We are all responsibility for our own doings.

We have one leader, Terje Kundsen.

Is the drift responsible for all university's departments?

No, we are responsible for our departments. All bachelor machines at MatNat.

What is your task?
The guys in or drift group have all our specialties. We are all on the same basic level. The specialities is like changing grapich gard/toner, starting up the projector and that kind of equipment. If the users have too many thumbs, then we need to come in push the button and then I starts. "Push the button, then it starts" it's a common phrase.

If we dig deeper in to the material, some people are specialized in operating systems. Linux, mac and windows. One guy is specialized in printer problems, one support for databases, I do all the ordering. We can mention different specialities.

Whats your title?

Senior ingeniør/ senior engineer.

Whats is your task?

Right now, it is ordering. From soap to pc. I do quite a lot of different things.
Are you fluent in software and hardware?
Mostly software, not so deep in to hardware. Maintenance is often supportet like this "We call dell support or apple support". Swop the parts, and the technician leavs. We don't dig deeper into that.

Problem solving ? Whats the most common question you get here?
Changing passwords is a usal question, but we don't do it so often, because "termvakt" can do it. And set the new password.

You mostly work with technical problems ?

Yes.

How many problems are solved immediately? How many problems are forwarded?

No hard facts, but some problems can be solved immediately, like password changing. Other things may take some longer time. But usally we can fix almost everything.

Examples?
Printer problem
Do you have a connection with usit? Do you do any developer tasks?

We do some development here, and of course we have some connection with usit, but not on a regular basis. We're not organized in the same position in the hierarchy.

Are termvakt under drift or usit?
It's a part of drift.

Are the same questions forwarded to usit, or do usit forward anything to drift?
From time to time, yes. If they are not able to solve it.

Termvakt are really good, not so much get shuffled on us.

What kind of qualification did you need to get this position?
I graduated march 92. I had Jens as my supervisor at IFI. Before I graduated I had maintenance on mac computers. That's was why I was directed into drift. Nobody else wanted to put their hands on the macs.

Do you accomodate other users or UiO is the only your user?

What do you do if the problem is unsolvable?

Where are you in this hierarchy?

What kind of qualifications did you need to get this position?

What kind of training did you get when you started?

Nothing organized. But we had a discussion group, as I said I was responsible for the mac computers that nobody wanted to touch in a maintenance way.

Do you need any special education to get a job here?
They don't have to have a master. But when we employ new persons, they mainly have the background from termvakt. If they are good termvakts. Usally we take good termvakts in to a recruit position at drift. And they usally work here for one year or so. And when there Is a open space, they can get that job.
Unusually they have other backgrounds.

Can you do support on other OS'?
Yes, mainly windows. Mac computers have changed a lot, Im not up to date on mac OS 10.

But IFI doesn't have so many windows machines do they?
Yes, they have a bit of those. When we moved in to this building 60 % linux, 40% windows. Its more like 70% / 30% but that's going to change during the summer.

Who gave you this training?

Do you get training in new topics and updates as they surface?

We can go to classes and courses but mainly we don't. The initiative comes from us, and we teach our selves.

We have professional colleagues, and some of them are specialized.

- **Transcription of interview with Håvard Noren (13.5.2012)**

How is Drift organized? Explain the hierarchy.
Look at map.

Is the drift responsible for all university's departments?
Just for matnat

Do you accommodate other users or UiO is the only your user?
We help all who come to the "terminalstue"

What do you do if the problem is unsolvable?
Ask some of the more experienced "termvakts", or ask the student to send an email with his problem to termvakt, drift or Houston. Depends on what the problem is

Where are you in this hierarchy?
On the bottom

What kind of qualifications did you need to get this position?
A certain interest for IT and a call for helping other people

What kind of training did you get when you started?
Just oral introduction on the most important subjects and where I could find answers on other problems.

Who gave you this training?
"Stueansvarlig"

Do you get training in new topics and updates as they surface?
If new topics appear we will receive an email on that and how to handle new problems

From who? Self-teaching?

Do you do any training on others? Who? What kind of training?
No

What kind of OS do you prefer?
Windows or Linux

Are you "fluent" in all of these three windows, linux and mac?
Not fluent in mac. But I know where to find answers to most problems on all three OS

Do you do "house-calls"? (Come and help people where they are)
No

How many request do you have each day? Statistics?
Depends, a lot if there is a "oblig" delivery due.

How many problems are solved of these?
Probably about 80%

How many of these are OS related? Statistics on OS?
Not many, more questions about programming and software

Future IT projects
No