

RESEARCH SUPPORT

COMPUTER LABORATORY

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As I enter my second year as IT administrator, I am pleased with the progress that has been made to enhancing various technologies for the Oriental Institute. This past year consisted of three main projects: (1) improving hardware and software management solutions; (2) managing the Oriental Institute's website re-design; and (3) working with staff and KE on finishing Phase 2 of the Integrated Database project.

Projects

The Oriental Institute Website

It has been almost one year since we updated our website. As with most web migrations, some webpages break in the process. During this period, I used a program called Google Analytics to search for all the broken pages or dead links on our new website and corrected them. You will notice with our new website, we have changed our online store to be more dynamic and user friendly. Special thanks to Tommy Thomas, Sarah Schmidt, and Michael Girgis who helped make this possible.

Fresh Service Software

The Oriental Institute has migrated to a new and improved ticketing system and hardware inventory called Fresh Service. This program is the third installment of ticketing systems for the OI. Fresh Service is an IT support and content management software that will provide management for user's requests throughout the OI. This new system will allow for increased response times and productivity for IT support. I will be able to keep records of previous computer incidents and problems, as well as monitor all the hardware at the Oriental Institute. It will also allow us to run a lifecycle management program designed to keep our IT infrastructure up to date throughout the years.

New Suq Store System

The Oriental Institute is planning on changing store vendors for our POS system. We worked with TAM software for over ten years but we have decided to depart from their services and move to a new, up-to-date system. Our goal for the remainder of the summer is to move our POS system to a company called Shopkeep. Shopkeep uses iPads and portable card readers as their method of ringing purchases. The inventory for the Suq will now be cloud based with better security than with TAM.

Integrated Database

For the past year, I have been working with Foy Scalf and Kiersten Neumann to add more photo records to our Integrated Database (IDB). This year we have updated the IDB to match

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our new Oriental Institute web design. You can view the new site at oi-idb.uchicago.edu. Our goal is to provide public access to information about our research and object-based collections that are managed by the Oriental Institute. More Museum staff members now have access to the IDB. I will be working with the web development of the IDB, checking the web statistics and see what can be done to increase its efficiency. We have agreed that Phase 3 will involve working with both ITS and KE staff to gain knowledge of a transfer session. Our goal is move two additional silos into KE (CAMEL Lab and Museum Archives data). The CAMEL Lab has roughly 70 terabytes of data and is expanding. We will need to move to new storage infrastructure to handle the file sizes needed to migrate all of CAMEL Lab's data.

Computer Hardware / Software Updates

This year our main focus was on managing our new Dell PowerEdge server and Mac OSX server. The Chicago Hittite Dictionary and OINE File Server have been migrated over to a new technology known as NAS (Network Attached Storage), which involves adding a secure hard drive that is connected directly to the Internet. This technology prevents cyber-attacks and is more secure. Both departments now have more storage at their disposal. I have created a domain that uses Active Directory for the various Windows users onsite. Using Windows Server 2012 will allow me to monitor computer accounts and deploy software and updates in a timely manner. The next phase is to move Apple users to the Mac OSX server for more stability. All users at the Oriental Institute are now on Windows 7 and are using computers that date back to 2011 models at the earliest. The goal moving forward is to keep our infrastructure and software up to date.

For further information concerning the above mentioned research projects and other electronic resources in general, refer to the News page on the Oriental Institute's website, at <http://oi.uchicago.edu/news>.

See the "Electronic Resources" section of this Annual Report for the complete URL to each of the website resources mentioned in this article.
