SUPPORTING INTERVIEWERS

Inventory and Testing

L.I.S. 4.3
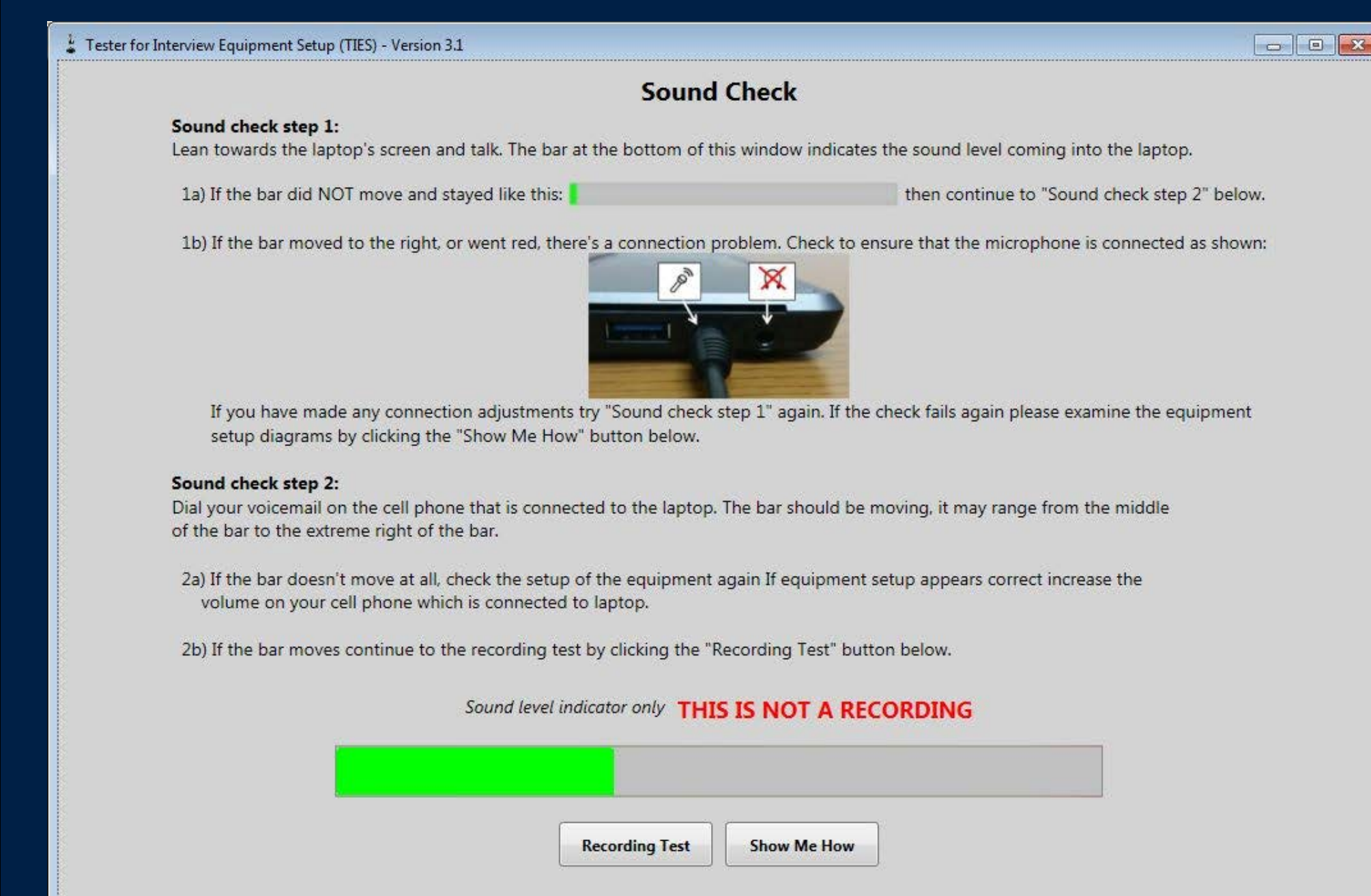Laptop Inventory System

- Originally designed for SRO interviewer laptops, it now tracks all equipment in the SRO Pool from initial purchase to property disposition
- Has tracked 5,230 individual pieces of equipment in 8 different categories
- Contains over 18,000 inventory records and counting!

T.I.E.S. 3.1
Tester for Interview Equipment Setup

C# / .Net application installed on interviewer laptops to test the audio recording setup prior to conducting interviews.
- Used in the SSL and the field
- Ensures survey recordings captured successfully
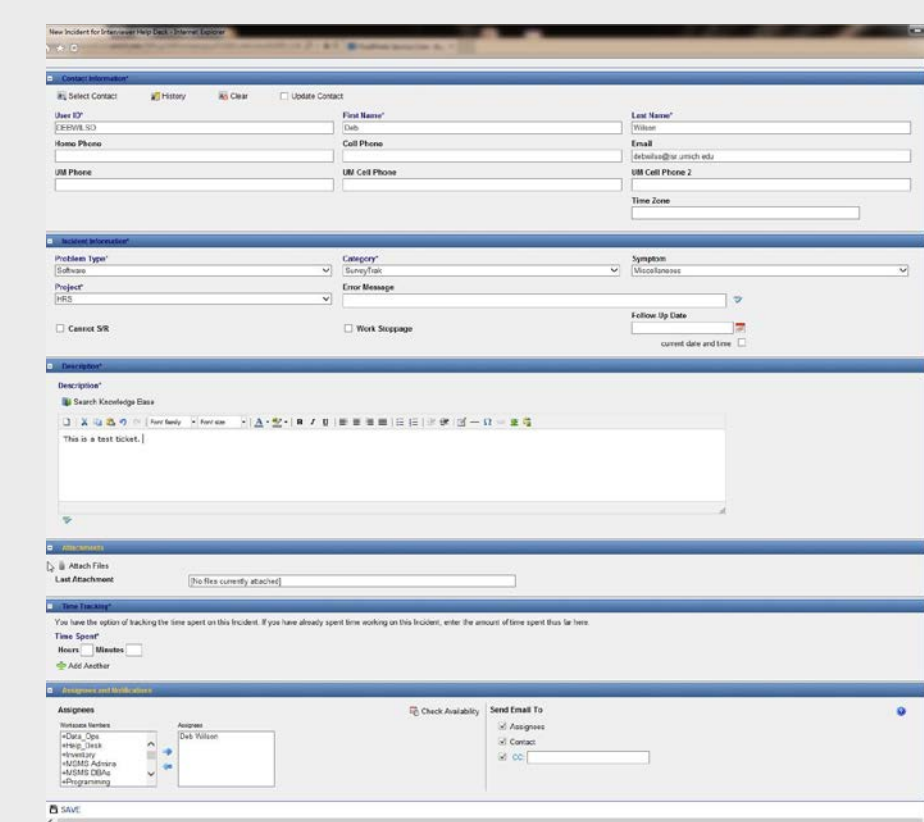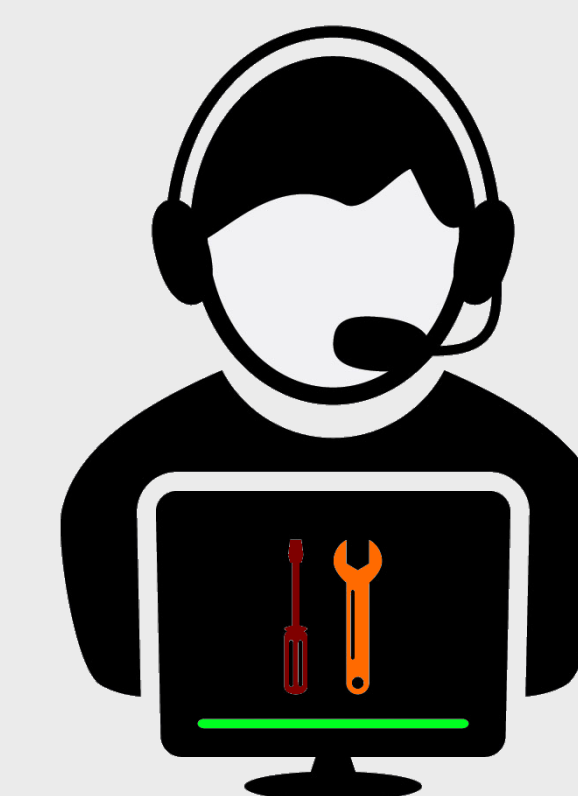- Prevents lost data!

Equipment Provided

Footprints Request for Tech Support

SRO Interviewers

Remote Support
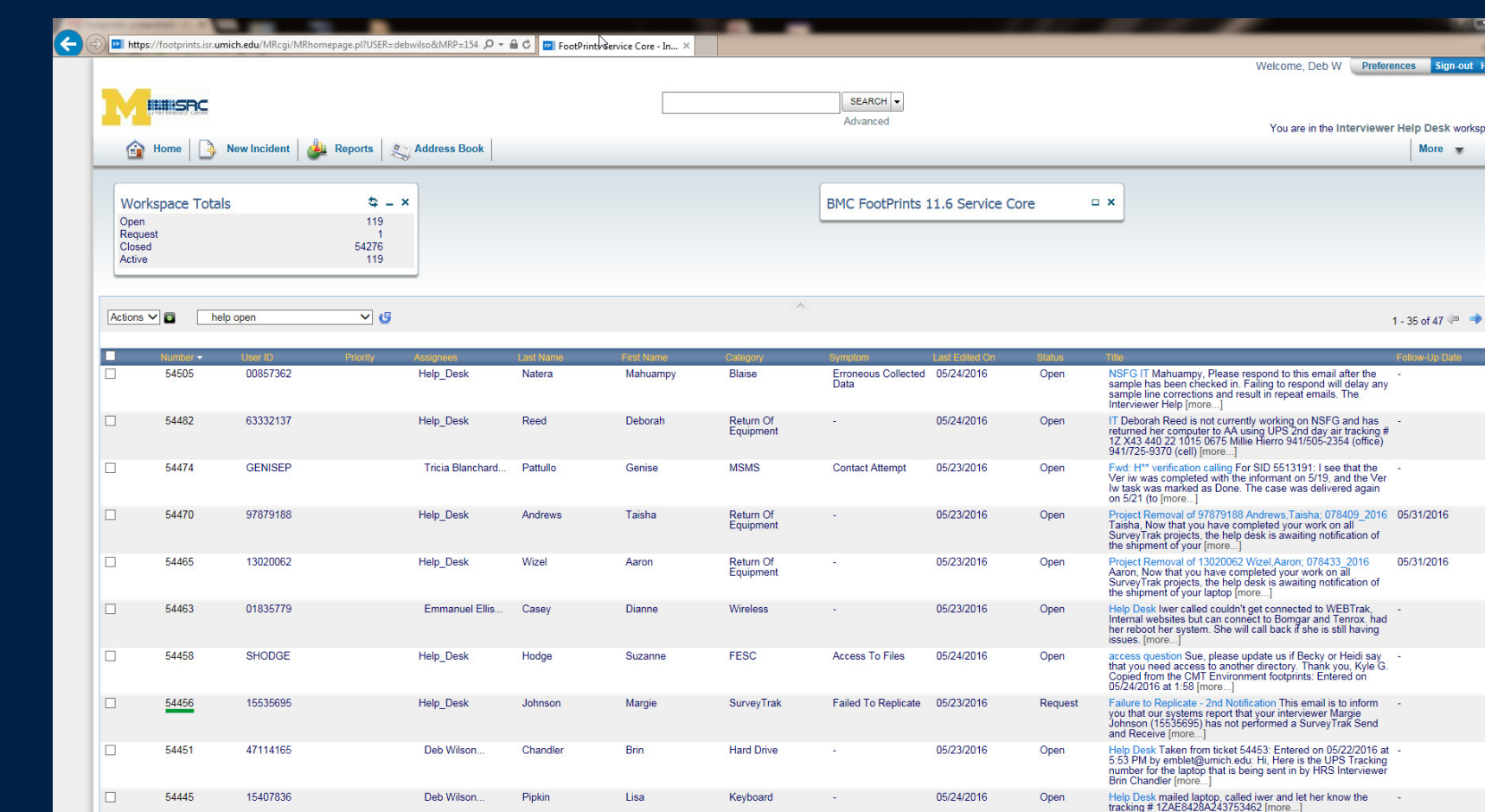
Testing for Recording

Secure Remote Data Deletion

Support and Security

Footprints
Technical Support Ticketing System
- Tickets can be opened by help desk or interviewer
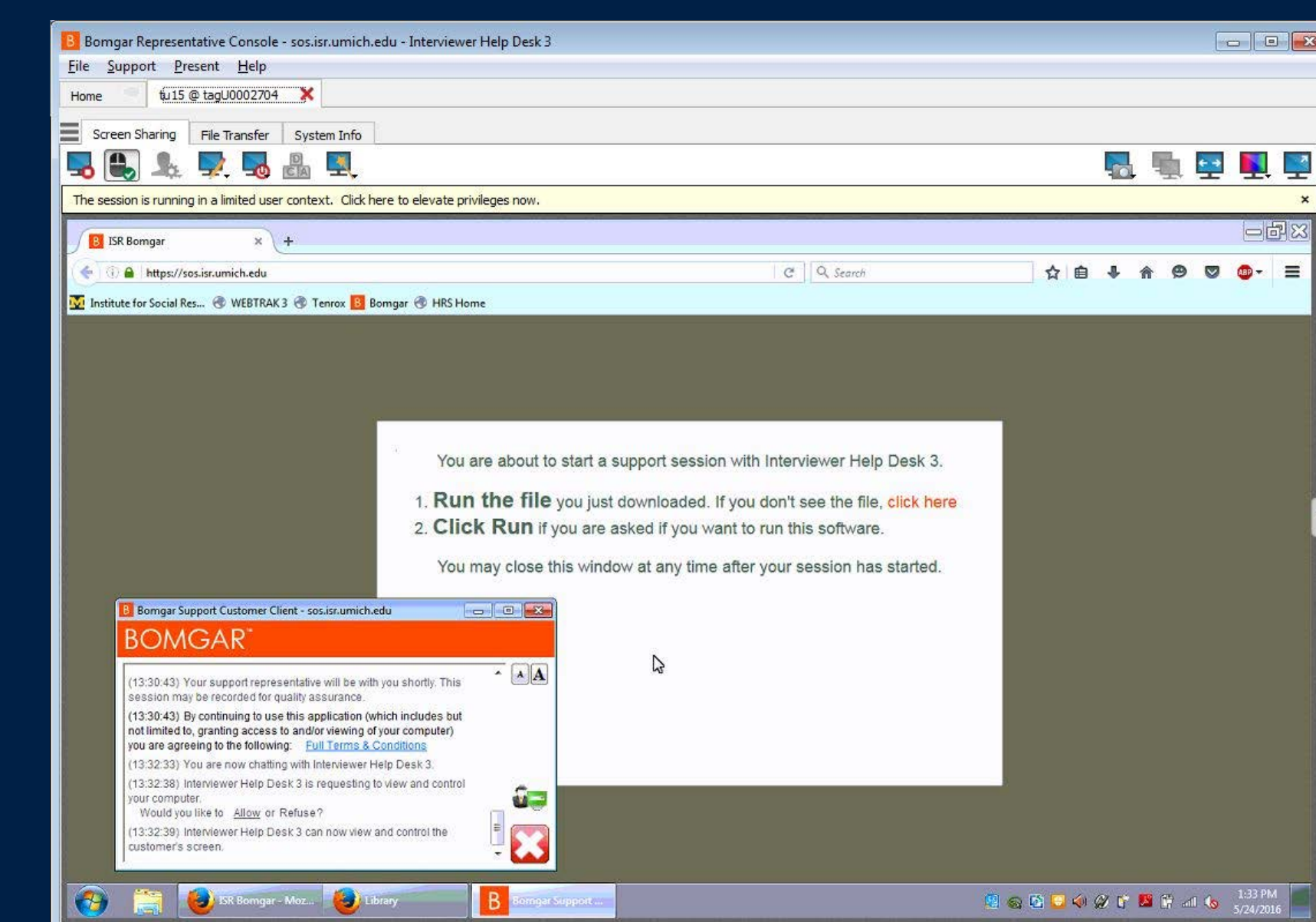- Email sent to srointerviewerehelpdesk@umich.edu automatically opens ticket.

Bomgar
Remote desktop support software

Used with:
- Field laptops
- Lab PCs
- Thompson building PCs
- Cell phones

Device Security App

- Remote security on all phones, tablets, and laptops in the field.
- Web-based management
- Encryption capabilities, password enforcement, and reports.
- Data wipe and data access elimination for lost or stolen equipment