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[BUCKNELL TELEVISION (BUTV) BACKGROUND INFORMATION]

This document provides a brief overview to Bucknell University and its technological environment. It describes why IP set top boxes are used and why there was a need for new documentation.

Bucknell Television (BUTV) Background Information

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Bucknell Television (BUTV) Background Information

Overview

About Bucknell and ISR

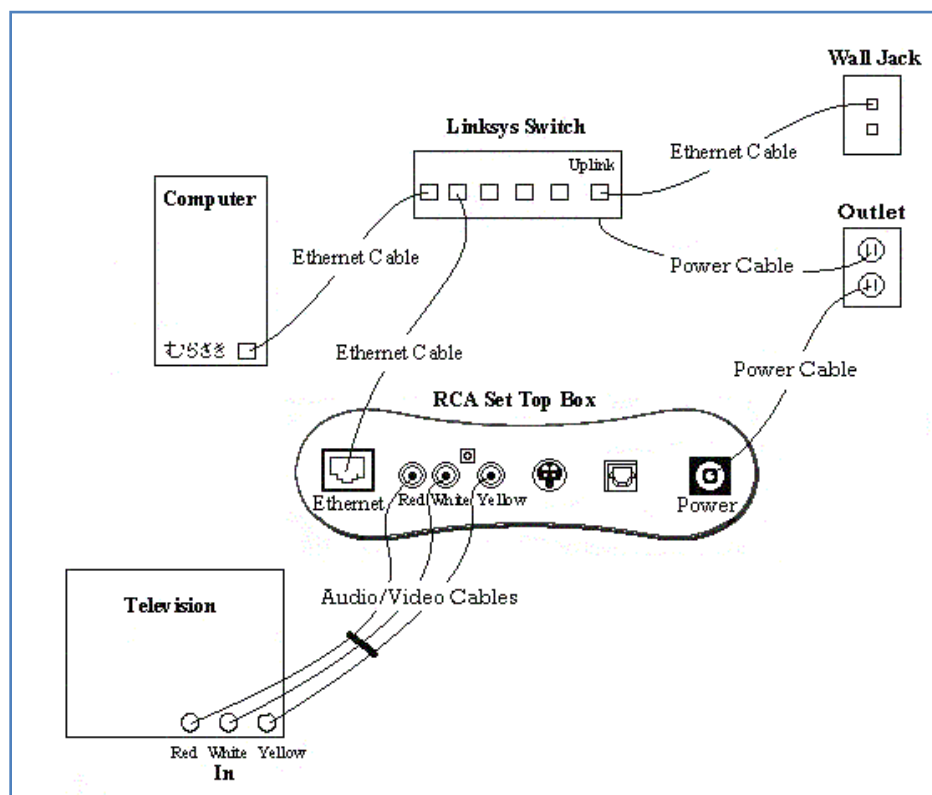
Bucknell University is a private higher education institution located along the Susquehanna River in Lewisburg, PA. Information Services and Resources (ISR) is an organization within Bucknell University responsible for all technology services and support, serving approximately four thousand students, faculty, and staff. ISR also provides technical services and support to alumni and retired employees.

Technical Overview

Originally, Bucknell had offered television service through traditional coaxial cable. After copious amounts of damage to the coaxial cable running throughout campus, it was decided to replace it with IP set-top boxes.

Current State

The first generation of set-top boxes came with a diagram describing how to connect it. It was confusing to most students and faculty members, causing an increase in technical support calls to the Technical Help Desk.

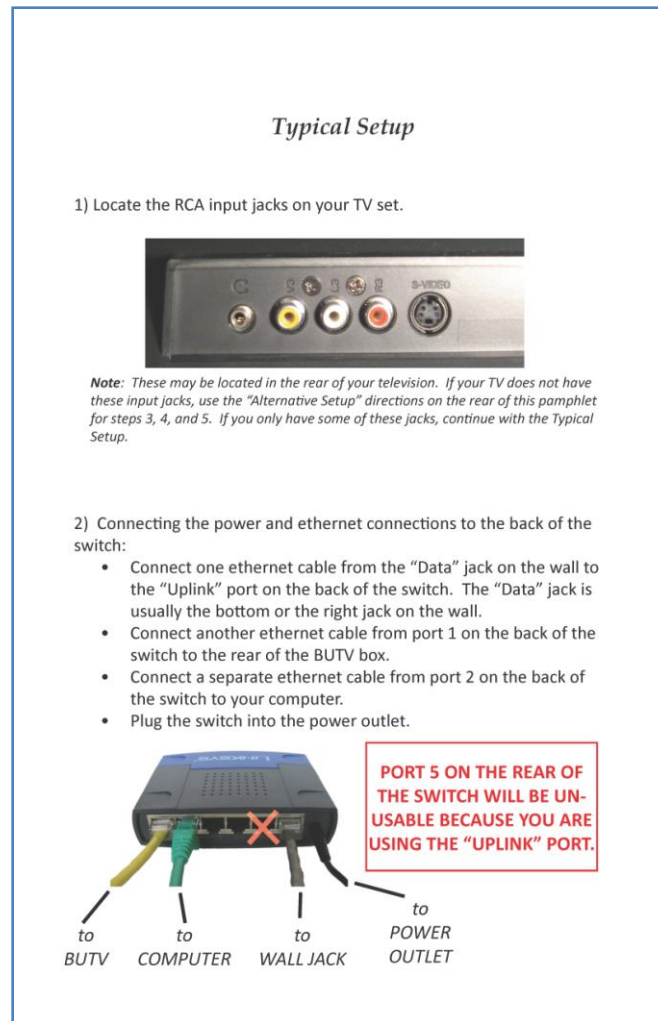


Part of the diagram provided with first-generation set-top boxes

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Desired State

With a second generation of set-top boxes arriving, new documentation was needed. Ideally, the new set of directions would be easy to understand and reduce the number of calls to the Technical Help Desk.



Sample page

Results

The improved directions distributed with each box in paper form and available online dramatically reduced the number of calls to the Technical Help Desk regarding the second-generation boxes. This allowed the Technical Help Desk to focus on resolving technical issues rather than setup issues.