Ryan Douglas

No Relevant Financial Relationships with Commercial Interests
• Current position for 3 years
  – Simulation Laboratories
    Information Specialist
• Nearly 20 years of IT/Telecomm experience
  – Military Electronics
  – Phone Company
  – State Government, Private Healthcare, and Higher Education
Over 20000 sqft of simulation space
9 different training areas (hospital, clinic, home care)

Over 40 manikins

- 2 - SimMan®3Gs
- 6 - SimMan® Classics
- 28 - VitalSim™
- 1(ea) – SimBaby™, SimNewB® and Noelle®
• 5 Med Dispense® carts
• 15 AVS servers
• 40 microphones
• 50 cameras
• 96 computers

http://pro.sony.com.cn/productinfo/vs/14711.htm
http://www.amazon.com/Shure-CVO-B-Overhead-Condenser-Microphone/dp/B00A361XAM
PROGRAMS

BSN
• 5 semesters
• 100 new students each fall

MSN (FNP)
• 5 semesters
• 40 new students each fall

SIMULATION LAB STAFF
Coordinator
Simulation Specialist

200+ students/2 lab personnel =
LEARNING OBJECTIVES

• Examine areas where technology can improve simulation center operations

• Identify common hardware and software issues

• Determine how to best integrate technology solutions into new or existing programs
The ideas and information presented here are from the prospective of the speaker. You may find that alternative solutions work better for your particular situation. Use the information here as a starting point and actively seek and evaluate what technology solutions will serve you best to meet your specific goals.

Shop Before You Buy!
DEFINITION OF TECHNOLOGY

FORMAL
• A manner of accomplishing a task especially using technical processes, methods, or knowledge

PRACTICAL
GET MORE STUFF DONE...FASTER!
AREAS FOR IMPROVEMENT
• Simplifies Appointment Management
• Eliminates Double Bookings
• Printable Schedules
• Multiple User Access
• Group Messaging Capabilities
• Electronic Archive of Appointment History
OFFICE TRACKER

- 24/7 Access
- Customizable E-mail Confirmation and Reminder Notices
- Appointment Seat Limit
- Integrates Resources (not just appointments)

INVENTORY CONTROL

• Data Security
• Network Backups
• Automated Scanning
• Product Thresholds
• Real Time Updates
• Inventory Details
  – Vendor
  – Cost
  – Location
• Zero Quantity Backfill
• Custom Reports
  Cost per:
  • Lab
  • Course
  • Semester
• Multiple Export Formats

http://www.asapsystems.com/old/products.php
OTHERS?
REMOTE ACCESS

- Inventory Control
- Patient Simulator PCs
- AVS Systems
  - Saves Time
  - Allows Multitasking
    - May need local IT support for admin rights to configure
    - Can be setup for remote printing also

http://www.remoteaccess.org/remote-desktop-access/
REMOTE ACCESS SOFTWARE

VNC

- Free
- Easy to configure
- Full mouse and keyboard control
- Remote screen is undisturbed

*Does not include audio*

Good for controlling simulator computers

http://www.tightvnc.com/
REMOTE ACCESS SOFTWARE

RDC

- Free
- Built into Windows
- Full mouse and keyboard control
- Includes Audio

Remote screen *is* disturbed

Good for controlling non-simulator computers
Our Disaster Recovery Plan Goes Something Like This...

http://www.bytecolumn.com/07/quadrijokes-stupid-guy/thedilbertdisasterrecoveryplan/
NETWORK SHARES

Best Option

– Most Secure (HIPPA and FERPA acceptable)
– Automatic Backups
– Accessible from most any network computer
– Control User’s Access Level
  • Read
  • Write
  • Full Control

http://todaoferta.uol.com.br/comprar/script-de-backup-linux-com-tar-rsync-e-crontab-PCKRJMAGS4#rmcl
SIMPLE FILE SHARING (WIN 7)

- Right-click file or folder
- Choose user list

**Read** – can open, but not modify or delete files

**Read/Write** – can modify and delete files also
CLOUD STORAGE

Benefits:

– Free (for basic accounts)
– Accessible anywhere (including mobile devices)
– Sharing for collaboration
– Good for general data (scenarios, supplies, etc.)

Drawbacks:

– Not as secure as private network (third party)
– **Should not be used for HIPPA or FERPA data!**
– Connection could be slow (depending on link)
CLOUD STORAGE OPTIONS

Google Drive (15GB Free)

Microsoft SkyDrive (7GB Free)

Dropbox (2 GB Free)
LOCAL BACKUPS

Least Preferred Option

– Less Secure
– Manual Backups (typically)
– Minimal Redundancy
– Most cumbersome to work with

Can be setup using spare internal/external drives or via separate network computer

DELETE COOKIES?!
HARDWARE

• Make sure cables and connectors are tight
• Verify inputs and outputs are correct (don’t assume)
• Keep wiring neat and secure
• Power
• Reboot (the magic fix)
• If all else fails...open the book
• Document your solution afterwards
Make sure programs are being used correctly

– Right settings?
– Users familiar with the software/equipment?
– Being used as intended?
– Have any scenario steps been missed?
– Any recent programming changes (ripple effect)?
– Scenarios tested before use?
IT UNDERWORLD

Twitter was hit with a denial of service attack. Good thing that doesn't happen here.

My laptop needs some service -

Denied.

Desktop support do not disturb.

by Phil Johnson

http://www.pcworld.com/article/172091/12_tech_cartoons.html
Local IT Department

- Usually limited to faculty/staff computer assets (not simulation equipment)
- Will be needed for network hardware, web and application support
- Should be consulted for new lab projects that interface with network resources
SIMULATION SPECIALIST

- Bridges gap between local IT and simulation technology
- Knows “lingo” for dealing with external groups
- Relieves lab administrators from having to deal with technology issues
- Need will continue to increase
- Hire someone with good communication skills

• Maintain good relations with local IT
  (you will need them)
• Lab assistants or student workers with technical knowledge
• Vendor helpdesk for product specific issues
• Online simulation forums
• Peers
A/V PLANNING

• Clear understanding how space will be used
• Decide specifically what needs to be captured
• Input from support staff
• See what local resources are available
• Visit other facilities for ideas
• Understand all your options
BUY IN

• Make it simple
  – Custom scenarios (if possible)
  – Turnkey setups
• Offer training sessions
  – Formal and informal
  – Low stakes environment
• Emphasize benefits
  – Unique teaching opportunities
  – Increased credibility

THE EASIER IT IS TO USE, THE MORE IT WILL BE USED
• Data and power outlets are your friends
• Windows XP (04/08/2014)
• Software updates
• PMCS
• Track your work
THANKS FOR WATCHING....
Questions?

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