

Reciept for Services

dates -

- 09-17-2024 – 09-26-2024

Name: Jacob Thompson @ TechSport

Supplier ID # : 0000136094

Totaling 17 hours of Enterprise level service , at the rate of \$4,743.00

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Ongoing I.T. Support for UofL provided by Techsport Technical Support Services.

As a student of the Digital Literacy train the trainer program , I was going through the program and had an issue with turning in one of my assignments , and this is a service log of the services I rendered to both , UofL HR , UofL Main I.T. Support , UofL Digital Literacy train the trainer program , and Uof L OLT (Office of Libraries Technology) , Located on the bottom floor of Ekstrom Library.

After informing my instructor of the issue ,

she told me to just go back to the site , and upload the submission , where the breaking bug is still occuring.

This is a documentation of all the services rendered , all issues present , and issues resolved during the

complete I.T. resolution process. Text in () , is considered first person text , or a side comment , to refer to throughout.

Date	Issue / Location of issue	Resolution , and Remedial steps taken .	Time / Hours
09/17/2024	<p>https://dtctraining.louisville.edu/courses/take/Digital%20Literacy%20Train%20the%20Trainer/assignments/55925319-homework-submission-1-upload-certificate-of-completion-for-microsoft-teams-learning-path</p> <p>Located on</p> <p>https://dtctraining.louisville.edu/</p> <p>*1. Site is stuck in a loop.</p> <p>*2. Cannot upload the required materials , that my instructor re instructed me that were required on the site , after I informed her of the issue. She did not provide any assistance to my needs there.</p>	<p>- Initially emailed my instructor informing them of the issue , My instructor did not provide me technical assistance and then stopped contacting me about resolving the issue since I had brought it up.</p> <p>*- On this day , I had called Main H.R. Located at 215 Central Ave UNIT 205, Louisville, KY 40208 # - (502) 852-6258 and asked them to speak with Main IT about the issue.</p> <p>- I was on the phone for 45 minutes with Main IT about the issue (Tim Dill – tim.dill@louisville.edu) , who gave me some interesting facts and also explained to me that , Although I am a registered student , he can NOT give me any type of support , because he does not have any type of access to those systems.</p> <p>- Main IT Informed me that they were going to try their credentials to log in to the site provided , and that they absolutely should work , which they did not at they time.</p> <p>^^^ Professionally , between me and MainIT. I and them consider this to be a high level of a Cybersecurity Issue that needs resolution immediately. ^^^ due to the simple fact that ,</p> <p>- Main IT informed me they do not have a Provisioned Active Directory account , and no admin access to the site domain. . - Which is out of the norm and out of the Standards of UofL (“<i>That was their words , not mine !!</i>”) .</p>	12pm – 3pm / 3 hours

		<p>All of the services underneath the UofL umbrella ,operate , and every computer on the campus , Main IT told me , that they are the main authority to manage these , and that they should have Administrative Access to these systems ,</p> <p>Or ,</p> <p>They are outside of the umbrella of UofL services.</p> <p>(..... Considering the class is honestly just junk about microsoft products , I have no problem believing this.)</p> <p>(Professionally , I think this is an abuse of the education system in this particular place as a whole , as there are no jobs for what they teach , and there is no learning whatsoever taking place , in a educationally formidable fashion. -NONE , zero benefit , and all about microsoft PRODUCTS and I would like it to stop if Main IT does not have access.)</p> <p>-----</p> <p>- Moving forward in the Service Response -</p> <p>* So then I walked to main H.R. on Central Avenue , to inquire more about the Digital Transformation Center and finding the place , and just getting to fixing these bugs and cleaning things up.</p> <p>- I explained to them how I had tried to reach out to my instructor , who was no help , and I had reached out to Main I.T. , and they had some interesting issues not being able to support it.</p>	
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09/20/2024	<p>https://dtctraining.louisville.edu/courses/take/Digital%20Literacy%20Train%20the%20Trainer/assignments/55925319-homework-submission-1-upload-certificate-of-completion-for-microsoft-teams-learning-path</p> <p>Located on https://dtctraining.louisville.edu/</p> <p>*1. Site is stuck in a loop.</p> <p>*2. Cannot upload the required materials , that my instructor re</p>	<p>- A few days later here , I walked to the MITC center to inquire about the Human Resources or the I.T. department in charge of the services.</p> <p>* The receptionist at the information technology front desk , on the 2nd floor of the MITC building , instructed me , that those services (The Digital Transformation Center) were underneath , what is called OLT , or office of libraries technology , which was in fact located in the basement of the Ekstrom library.</p> <p>* I then traveled to the Ekstrom Library to receive assistance for the requested site , and to find out where I could get support for me and Uof L , so I went into the basement and found it (finally because there is barely any sign , it is really of putting) , and rang the bell on the OLT or Office of Libraries of Technology for assistance.</p> <p>*** Once let in the doors of the OLT , *** I was promptly greeted by 3 support</p>	11:00am – 4:00pm / 5hrs

	<p>instructed me that were required on the site , after I informed her of the issue. She did not provide any assistance to my needs there.</p> <p>3. Main H.R. cannot support me as a student at this time for this issue . and needs remediation services.</p> <p>4. Main I.T. cannot support me as a student at this time for this issue , and neds remediation services to be able to provide the support they can do well.</p>	<p>members who did not know what I was exactly talking about. One of them asked me to show him the site on a mobile device , and was asking about browsers.</p> <p>I was iterating to him that the site was broken with a submission place , so we tested it on his phone.</p> <p>--- When I logged into the site on his device , I couls see the upload submission form box , and I told him that was the issue and dexcribed to him in the image of it I had brought.</p> <p>--- He asked me if I was using an adblocker , and I said yes I am , and he gave me some detail about how that could cause the issue , and then ,</p> <p>He had asked me to and that he wanted me to go and do some software testing to see which browsers it worked on.</p> <p>-----</p> <p>----- In Response -----</p> <p>After seeing the displayed box on his phone , I told him yes, I can agree with that , that the bug be a browser supportive issue , and I would go ahead and do the testing for that site on multiple broswers , and relay the feedback of that software testing back to him.</p> <p>* Also , more importantly , I was given their number for sull support here --- 502-852-9844</p> <p>*I then made a note to Relayed the number to main H.R. for I.T. services in the OLT category ,</p> <p>in person ,</p> <p>and informed them about the contact number for support in those areas of OLT .</p> <p>* Relayed the number to Main I.T. for I.T. services in the OLT category ,</p>	
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		<p>in person , and informed them about the contact number for support in those areas of OLT support.</p> <p>- I also had emailed my instructor on the 20th , informing her that I was going to look for support.</p>	
09/22/2024	<p>https://dtctraining.louisville.edu/courses/take/Digital%20Literacy%20Train%20the%20Trainer/assignments/55925319-homework-submission-1-upload-certificate-of-completion-for-microsoft-teams-learning-path</p> <p>Located on</p> <p>https://dtctraining.louisville.edu/</p> <p>*1. Site is stuck in a loop.</p> <p>*2. Cannot upload the required materials , that my instructor re instructed me that were required on the site , after I informed her of the issue. She did not provide any assistance to my needs there.</p>	<p>* Tested the site and bug in question on different Desktop browsers. (Brave , Firefox , and Chrome respectively.) , Where they all failed. - See .Gif</p> <p>* Will contact OLT tomorrow for ongoing resolution.</p>	12:00am – 2:00 am / 2hrs

09 / 26 / 2024		<p>- Contacted OLT regarding the site.</p> <p>A OLT technician , who will not be named , answered the phone , could not provide support , and out of frustration hung up the phone on me , when I was asking for more support about the site during a small argument over the responsibilities over the site.</p> <p>- I then called Main I.T. back to see if they could direct me to any assistance , where I had a talk with a man named Fritz.</p> <p>Fritz tried to tell me about the issues I mentioned before , with not having access , and had then <u><i>gave me instructions to go and find the person who had set it up and contact them to find resolutions to both my and Main I.T. Supports needs then.</i></u></p> <p>- As Fritz at Main IT had told me he was looking for support for the site I had mentioned , and he could not help me as well ,</p> <p>- At the time he also instructed me to visit this site https://louisville.edu/digital-transformation/learn , that it was a part of the same center that and they they may have managed the site. There is a chatbot there that says it will help and he told me to use it.</p>	10:00am-5:00pm / 7

		<p>---- I said wait a minute Fritz , can you just ask for the number and see if it works , (Becasue I suspected it didn't) and he then told me that the chatbot gave him ,</p> <p>His own number at Main IT ,</p> <p>--- And that again they did not manage , now , THAT site either , or at least that was incorrect there , and I would have to go else where to find help then.</p> <p>- After speaking to Fritz ,</p> <p>- I walked too OLT , located at Ekstrom Library. Where , there was a tech this time that talked to me , who wishes to not be named , and</p> <p>- He informed me that they only do desktop Support there , and they do not support that site , that is is handled by the Digital Transformation Center</p> <p>So I then made this note -</p> <p>-"" Will contact the Digital Transformation center to provide support for the site in question further.""</p> <p>- Becasue thats the last thing that MainIT again , asked me to do.</p>	
			Total Hours : 17

---- Notes ----
My instructor ,

LaKiesha Jones
Training Specialist

Digital Transformation Center
MITC 047
University of Louisville

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502.852.2352

- - - has now completely deserted me , and stopped responding to emails.

I had told her , that the site was broke , and she just repeated the regular instructions to me with little to no help. I told her again that it was still broke and I needed help , and she would not respond to me anymore for assistance on the site .

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Next week , I will contact the Digital Transformation Center to provide more support ,so you may expect a bill then until the site is resolved.

Thank you ,

Jacob Thompson @ [TechSport](#)