



We first ran a pilot of LabStats in November 2005; at the time it was more for the live status availability, but we quickly expanded to use LabStats for usage statistics to make upgrade and expansion decisions. Since then, Computer Lab Solutions has worked with us to resolve application issues; they have included a number of our requested features and changes in later releases of LabStats.

LabStats has helped us make decisions for our labs based on computer and application usage by location. The data collected have helped us conserve resources by allowing us to focus our upgrades and support in locations that have high usage or specific application usage.

AppUse has provided valuable statistical information from the the data it collects. AppUse has been particularly useful in grouping usage across different lab types (kiosks, multimedia, Linux clusters, classrooms, etc.). AppUse pinpoints the different functions each lab type serves, helping us to focus our efforts on improving those aspects of each lab.

We use LabMaps for all of our public labs. We mock them up with custom icons for our printers and line-art for the general lab layout. The Library at our school includes bird's-eye view pictures of their floor plan as the background. As mobile use has increased, LabMaps has helped us offer more mobile solutions for lab access.

LabStats, AppUse, and LabMaps together have helped us improve monitoring and statistics gathering as well as focus our efforts for better lab management.

Matt Gates
Computing Operations
Duke University, Office of Information Technology