

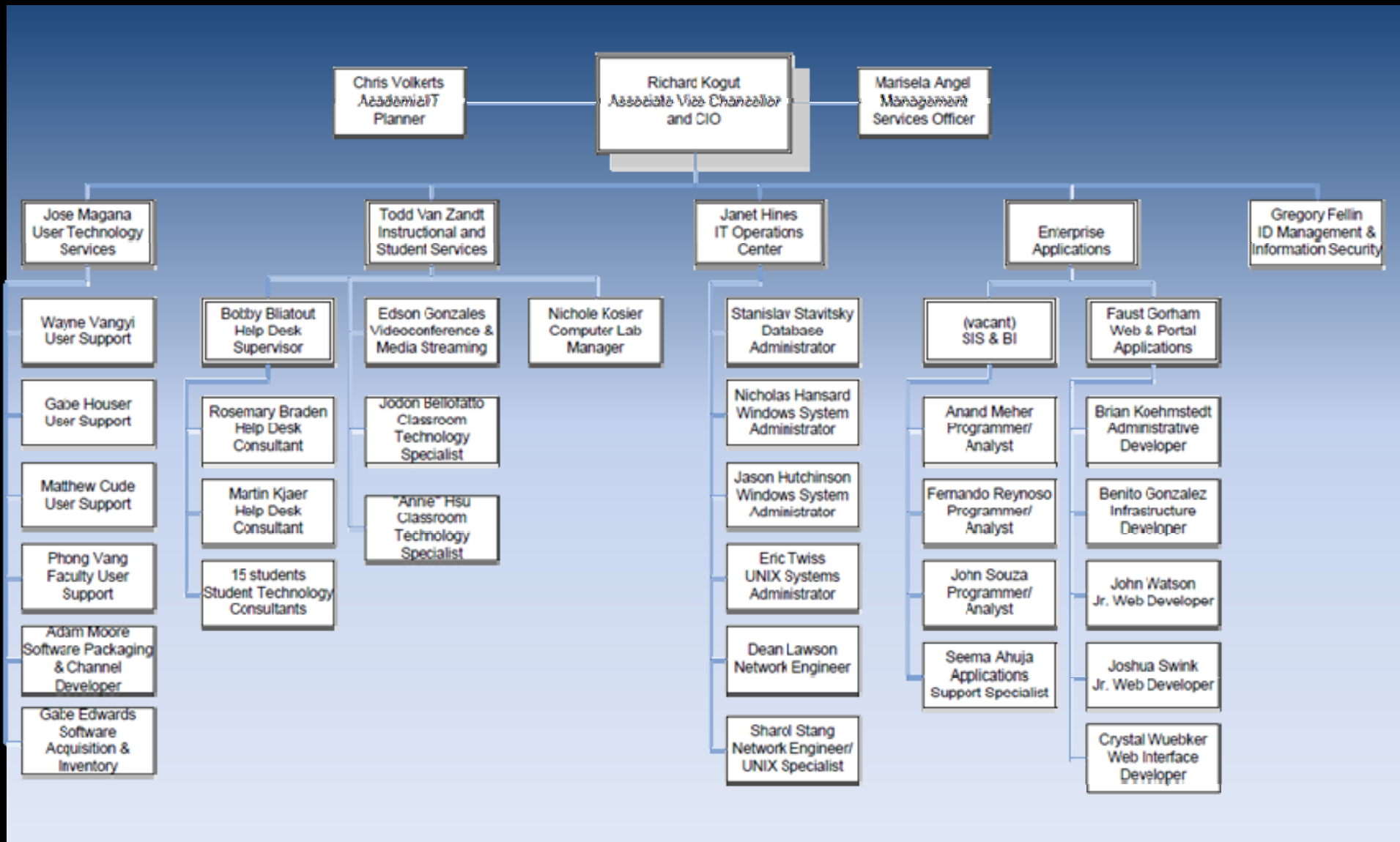


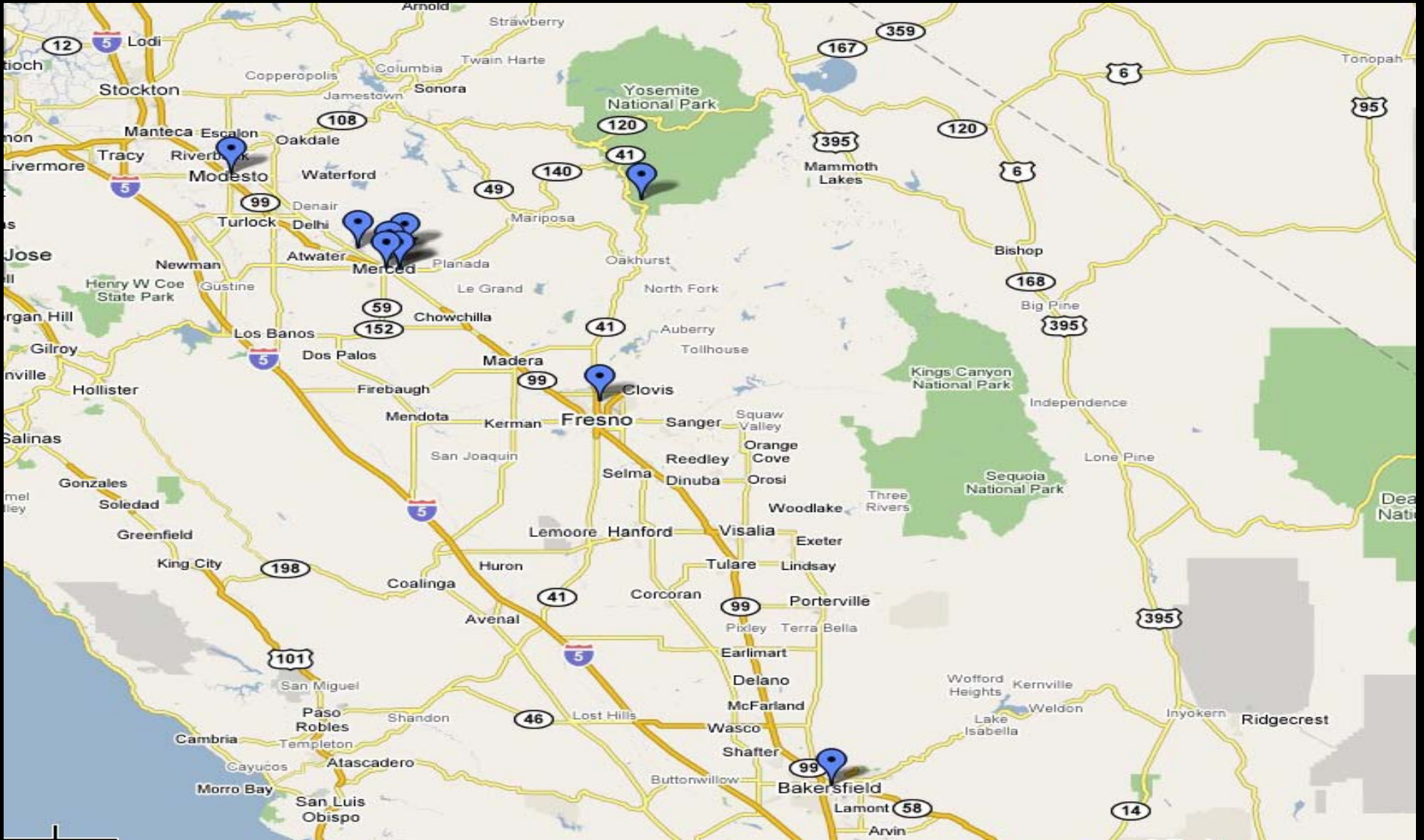
Information Technology Town Hall Meeting

Tuesday October 14, 2008
Lakireddy Auditorium
UC Merced



Information Technology Department Overview





IT Help Desk

Primary point of contact
and intake for all IT services
except SIS

First contact resolution
& troubleshooting

IT
Help
Desk

Faculty • Students • Staff
• Affiliates • Guests

Email • Phone • Walk-in • Fax

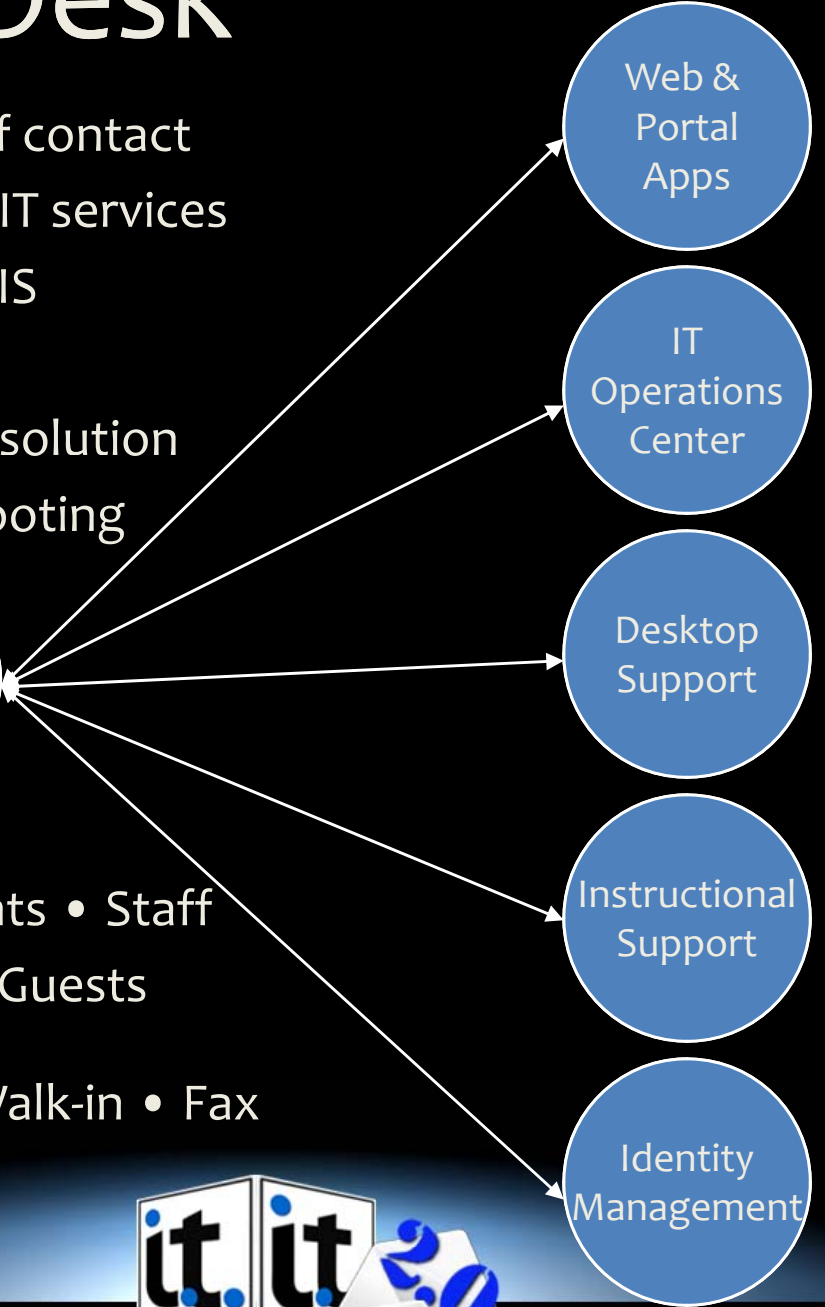
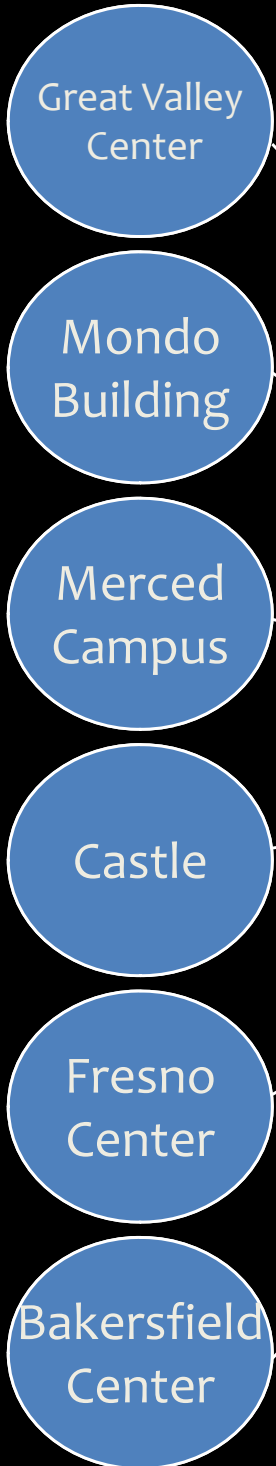
Web &
Portal
Apps

IT
Operations
Center

Desktop
Support

Instructional
Support

Identity
Management





Instructional & Student Services

Todd Van Zandt

- Classroom Technology Support
- Conference Room Media Support
- A/V Equipment Reservation & Checkout
- Special Event Support
- Videoconference & Multimedia Support
- Digital Signage Management
- Computer Lab Management
- Pay-to-Print Service Management
- Residence Hall Computing Support
- Student Desktop Support

Instructional & Student Services





User Technology Services

Jose Magana

- User Assistance for:
 - Computers and peripherals
 - General productivity software
 - Mobile devices
- Software Acquisition and License Management
- Individual IT Acquisitions Channel
- Application Packaging

User Technology Services





Identity Management, IT Policy, & Information Security

Greg Fellin

- Provisioning Users
 - roles, authentication, authorization
- Applications access
- Namespace management
- Adherence to UCOP Information Security Guidelines
- Conducting risk assessments
- Security policy analysis and application
- Education about security practices

Identity Management, Policy & Security





Web & Portal Applications

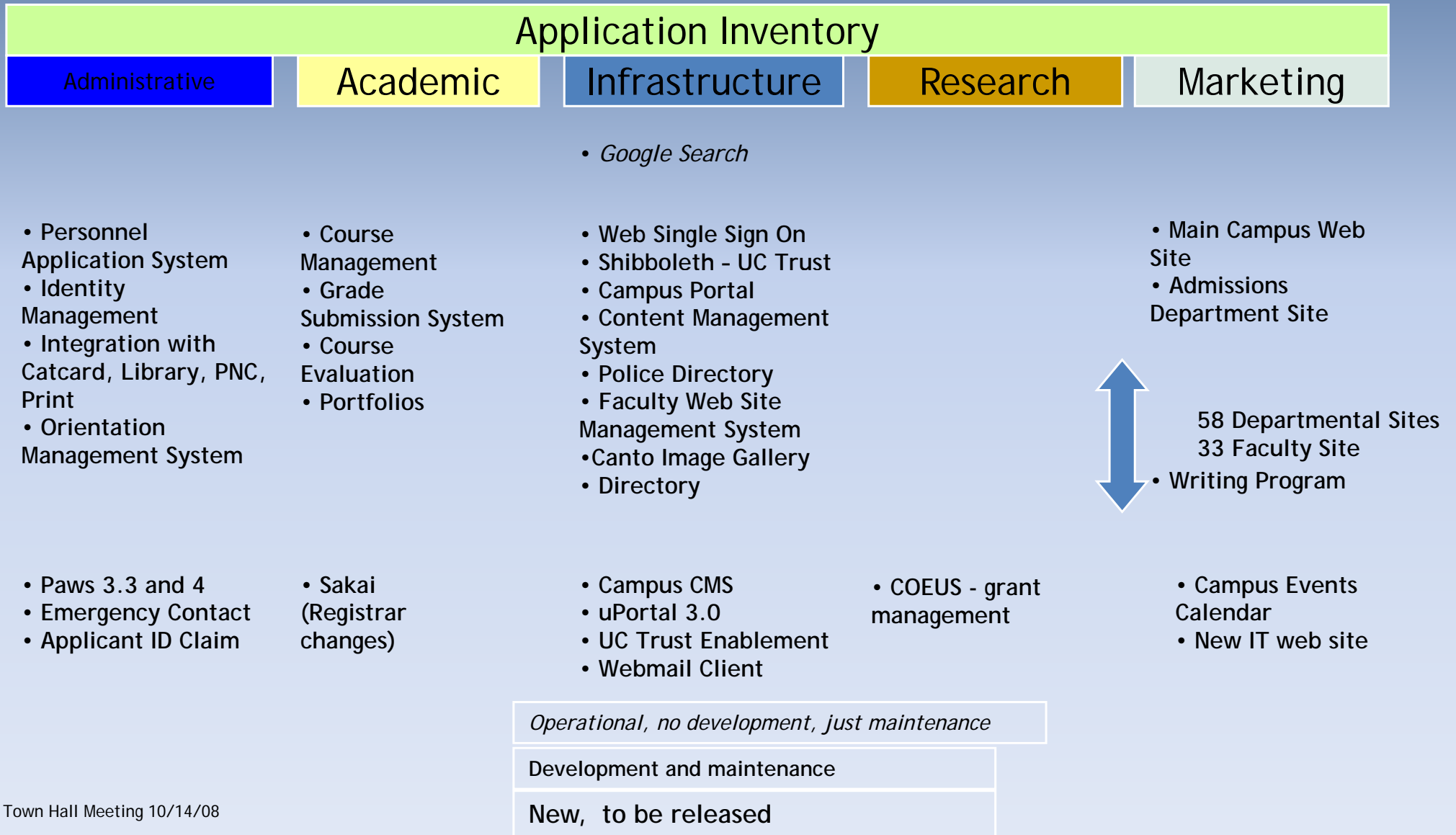
Faust Gorham

- IT Architecture
- Administrative Applications
- Academic Applications
- Infrastructure Applications
- Research Applications
- Marketing Websites

Web Portal Applications - Development



Applications and Services



58 Departmental Sites
33 Faculty Site
• Writing Program

Operational, no development, just maintenance

Development and maintenance

New, to be released



Who Does What?

IT/Communications/BFS

- Communications
 - Create designs for Web Sites and Brochures
 - Web content editing
 - Graphic production
 - Multimedia production
 - Support Cat Cams
 - Manages content and graphics on www.ucmerced.edu



Who
Does
What
?



- IT

- Create/maintain/host infrastructure -database and code for faculty and departmental web sites
- Support the Campus Content Management System
- Manage URL names



Who
Does
What
?



- BFS
 - Support PTR
 - Controls access to UCLA applications (OASIS, EDB/QDB)
 - Creates financial reports
 - All AP/AR/GL support
 - Web Event Registration



Who
Does
What
?



- IT
 - Banner Access
 - Crystal Reports to Banner
 - Operational Data store access
 - Custom Application Development
 - Identity Management, issues with UCMNetIDs and passwords



Who
Does
What
?



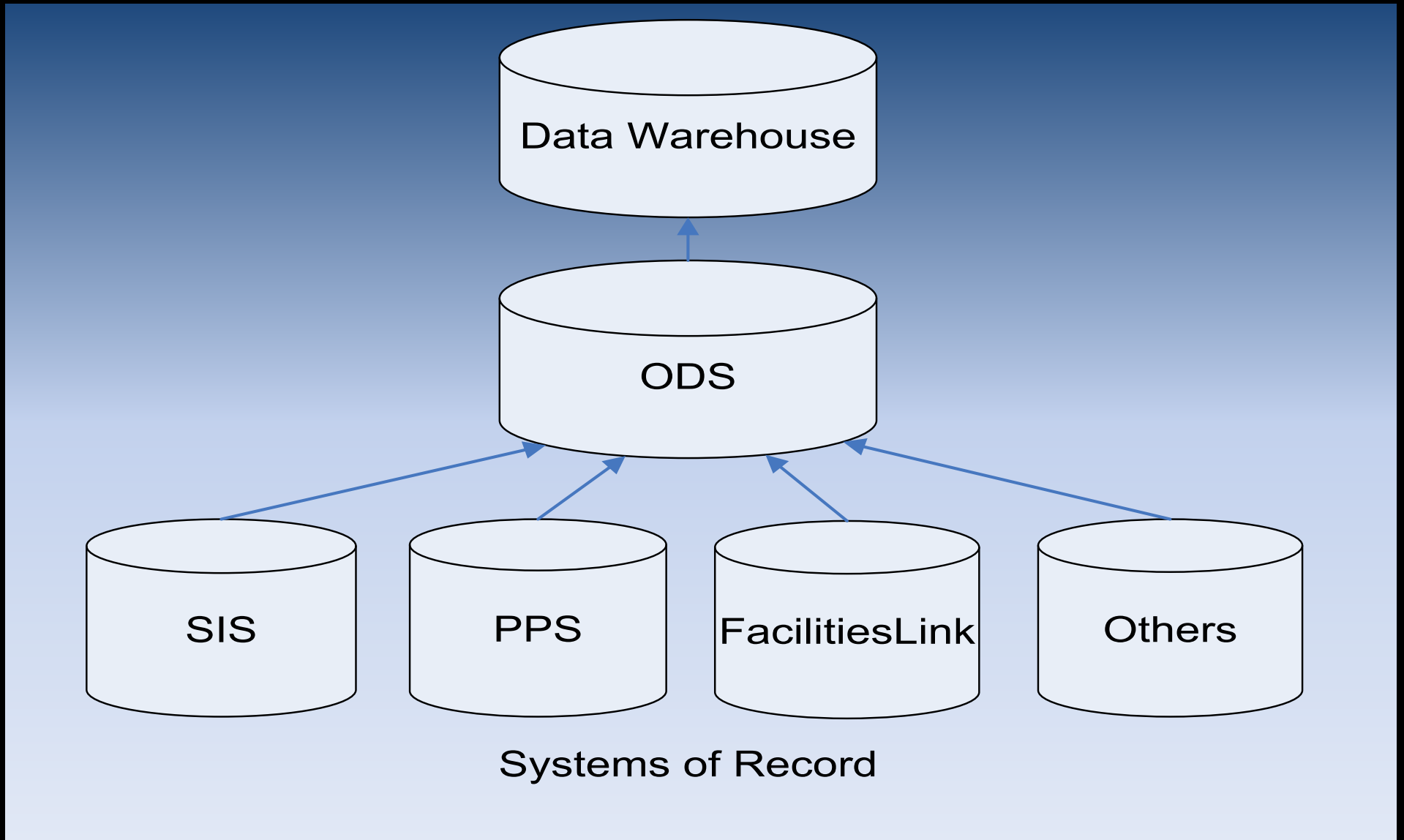


Student Information Systems and Data Warehouse

- Development, analysis, support, and maintenance of:
 - Banner administrative user interface for staff
 - Banner Self Service web-based interface for students
 - MyAdmissions
 - MyFinancialAid
 - MyRegistration
 - Graduate Admissions Application
 - External system interfaces
- Development of Operational Data Store and Data Warehouse

Student Info Systems & Data Warehouse





Student Info Systems & Data Warehouse





Information Technology Planning

Christopher Volkerts

- Campus Standards for Telecommunications
- Campus Physical Infrastructure Planning
- Building Planning, Design, and Review
- Construction Inspection/Approvals
- Construction Technology Equipment Purchasing
- Interactive Facilities Design

Information Technology Planning





Information Technology Operations Center (ITOC)

Janet Hines

- Infrastructure
 - Network architecture design, planning, implementation and maintenance
 - Network security
- Enterprise System Services & Support
 - UNIX Server Administration
 - Windows Server Administration
 - Enterprise Database Administration
- Departmental Applications & Hosting Support
 - Application Administration
 - Consulting on server, installation, hosting, and monitoring
- Telecommunications Services

IT Operations Center (ITOC)



- Calendar system
- Directories (LDAP & Active Directory)
- Email
- Document management
- File storage services
- Firewalls
- Print services
- Remote access

Database support:

- Identity Management
- PAWS
- Portal
- SIS
- UCMCROPS

IT Operations Center (ITOC)

