



UMass | Dartmouth



CITS

**Computing and
Information
Technology
Services**

Service Catalog

2008 - 2009

www.umassd.edu/cits

Introduction

UMass Dartmouth offers an extensive array of computing and information technology support services for students, faculty, and staff. **Computing and Information Technology Services (CITS)** is under the administration of Donna Ritenour Massano, Associate Vice Chancellor for Computing and Information Technology Services in the *Division of Library Services, Information Resources and Technology (LSIRT)*.

In the fast-paced world of information technology (IT), it is imperative that IT be organized to respond to the rapid changes in technology. CITS is organized around a flexible team structure that ensures the ability to adapt to diverse and evolving campus IT needs.

The IT Service Center team supports the “help desk” needs and concerns of faculty, staff, and students. Two CITS teams—Information Systems Integration and Project Support and Change—support development while other teams support infrastructure: Network and Telecommunications, Access Management, and Enterprise Systems Administration. In support of teaching and learning, Instructional Development assists faculty with technology in the classroom and online course development, while the new Learning Spaces Operations team offers technology support for learning spaces.

CITS also has four cross-functional teams to address critical and ongoing IT issues: communications to our customers, the security of our systems, multi-media technical support, and overall service quality. These “horizontal” teams—Communications, Enterprise Security, Quality Service and the Stream team—have representation from across CITS.

This Service Catalog for academic year 2008-2009 serves as a guide to the CITS teams and the services they provide. For more information, please be sure to visit the CITS web site at **www.umassd.edu/cits**.

Computing and Information Technology Services (CITS)

Associate Vice Chancellor for Information Technology

Donna Massano
Telephone: 508-999-8043
Email: dmassano@umassd.edu

Management Team

Executive Director, IT Service Assurance	Peggy Dias	508-999-8791	mdias@umassd.edu
Director of IT Development	Carolyn Hamel	508-999-8032	chamel@umassd.edu
Director of IT Infrastructure	Andrew Darling	508-999-8529	adarling@umassd.edu

Administrative Support

Administrative Assistant	Ann Marie Pinto	508-999-8033	apinto@umassd.edu
--------------------------	-----------------	--------------	-------------------

CITS Teams

Access Management

Telephone: 508-999-8528
Email: cit_am@umassd.edu
Joyce Rosinha, Manager
Aggie Figueira
Beverly Johnson

Enterprise Systems Administration

Telephone: 508-999-8957
Email: systems@umassd.edu
Craig Oliveira, Manager
Julio Araujo
Mike Pacheco

Information Systems Development and Integration

Telephone: 508-999-9181
Email: infosys@umassd.edu
Holger Dippel, Manager
Eileen Caron
Aliasgar Dahodwala
Jeannette Mello
Brian Miranda
Matt Robinson
Virginia Zakszewski

Instructional Development

Telephone: 508-999-8501
Email: idteam@umassd.edu
Tracey Russo, Manager
Diana Carns
Damon Gatenby
Jen Riley
Matthew Sylvain

IT Service Center

Jessica Arruda, Manager

Faculty and Staff Support

Telephone: 508-999-8790
Email: itscenter@umassd.edu
Rich Legault
Rob Morotti
Sandy O'Donnell
Rob Roy
Ben Sutton

Telecom Support

Diane Gomes

Student Support

Telephone: 508-999-8884
Email: itstudentcenter@umassd.edu
Kathy Bancroft
Brad Souza

Learning Spaces Operations

Telephone: 508-999-8988
Email: itlabsclassrooms@umassd.edu
Tim O'Neil, Manager
Wendy Malenfant
Paul Souza

Network and Telecommunications

Telephone: 508-910-6988
Email: networking@umassd.edu
Rich Pacheco, Manager
Chris Frias
David Gomes
Normand Meunier

Project Support and Change Management

Telephone: 508-999-8609
Email: itprojectmgt@umassd.edu
Brian Sullivan, Manager
Verena Lisinski
Sarah Towers

Access Management

Location: Library third floor

Telephone: 508-999-8528

Email: citsam@umassd.edu

Hours

Monday to Friday, 7:30 a.m. to 5:30 p.m.

Service Mission

To provide secure access to University information technology (IT) applications in a timely, courteous and encouraging manner. To provide information and assistance for full implementation of University IT services. To enrich the University community through campus-wide communications.

Account management

- Create UMassD Logon accounts for students and employees.
- Create and maintain Human Resource/Financial/ISIS accounts.
- Create and maintain Active Directory access.
- Create and maintain UMass Online accounts.
- Create and maintain Meeting Maker accounts.
- Manage accounts including clean up and removal.

Support

- Provide authentication support for password, LDAP settings, Active Directory, VPN, UMass Online, Facilities work orders, Library e-resources, PeopleSoft.
- Provide authorization support: ability to access appropriate applications/information.
- Provide access to VMS legacy systems.
- Provide access to Active Directory file shares.
- Provide access and course administration of UMass Dartmouth Learning Management systems (UMass Online).
- Provide overall user support for applications, general questions pertaining to CITS or the University, via telephone, walk-in, and email to individuals or POSTMASTER, CIT_AM, WEBMASTER, SPAMCATCHER.
- Provide abuse/security support.
- Support email application/infrastructure.

- Represent CITS at UMass system initiatives such as PeopleSoft, LDAP, IT Policy Sub-Committee, Identity Management, UMass Online.

Communications

- Manage UMass Dartmouth communications including umdnotify, umdannounce, umdalert.
- Maintain UMass Dartmouth communications lists.

Enterprise Systems Administration

Locations: Library Room 320

Telephone: 508-999-8957

Email: systems@umassd.edu

Hours

Monday to Friday, 8 a.m. to 5 p.m.

Service Mission

To develop and maintain centralized systems and data center operations based on established standards.

Server administration and operations

- Maintain CITS servers and data storage systems.
- Provide centralized authentication and authorization.
- Provide digital certificates for secure server communications.
- Partner with other departments for administration of hosted servers.
- Provide centralized data storage.
- Provide back up, recovery, and archiving of University data.
- Manage tape library.

Email and collaboration services

- Provide email and calendar services to the campus community.
- Troubleshoot email problems related to delay, failed delivery, and spam/virus issues.
- Provide second tier support for mail user agent configuration.

Information Systems Development and Integration

Location: Library third floor

Telephone: 508-999-9181

Email: infosys@umassd.edu

Hours

Monday to Friday, 7:30 a.m. to 5 p.m.

Service Mission

To provide technical expertise to all segments of the University and maintain data integrity in all administrative systems.

System integration

- Design and develop interfaces to other campuses and central services to support cross-campus systems integration.
- Provide integration between commercial, open source, and in-house developed software and web applications.
- Provide web application integration with other CITS departments and UMass Central Services.
- Provide integration between administrative systems and learning management systems.

Coordination and implementation

- Coordinate and/or implement campus systems.
- Implement and support new administrative systems.
- Administer FTP accounts and web site accounts.
- Configure, maintain, and upgrade web server/systems.

System development

- Provide leadership in determining integrated solutions to meet campus needs.
- Provide hardware and software purchasing recommendations.
- Advise campus community on technical web issues.
- Research and test new and emerging web technologies.
- Develop web database applications.
- Design and administer web databases.

Maintenance and support

- Facilitate enhancements to current system implementations.
- Maintain and support legacy systems by troubleshooting problems and applying enhancements and upgrades.
- Provide reporting solution support and training to administrative and academic offices.
- Assist in identifying security needs for faculty, staff, and students.
- Prepare users for administrative system implementations and upgrades.

Instructional Development

Online Instruction

Location: Dion 109

Telephone: 508-999-8501

Email: idteam@umassd.edu

Hours

Monday to Friday, 9 a.m. to 5 p.m. or by appointment

Faculty Staff Training Center (FASTRAC): Monday to Friday, 9 a.m. to 4 p.m.

Service Mission

To support instructional technology at UMass Dartmouth for online and face-to-face teaching and learning.

Training and support

- Train faculty and staff in the best practices for use of UMass Dartmouth's Learning Management Systems.
- Train faculty and staff in using related software for instruction.
- Provide technical support to faculty, staff, and students in using UMass Dartmouth's Learning Management Systems.
- Provide technical support to faculty, staff, and students in related technology for Instructional Development.
- Develop documentation to assist faculty, staff, and students in using UMass Dartmouth's Learning Management Systems.
- Provide planning, design, and technical support for multimedia integration.
- Provide telephone, electronic, and walk-in support for site-licensed software related to online course development.
- Train faculty in using electronic classroom technology.

Administration

- Provide support in the administration of UMass Dartmouth's Learning Management Systems and related products.
- Manage the reservation, student staffing, and computer systems in the Faculty Staff Training Center (FASTRAC).

IT Service Center

Faculty and Staff Support

Location: Group I, Room 222

Telephone: 508-999-8790

Email: itscenter@umassd.edu

Hours

Monday to Friday, 7:30 a.m. to 5 p.m.

Telephone Operations

Location: Group I, Room 221

Telephone: 508-999-8000

Email: telecom@umassd.edu

Hours

Monday to Friday, 8:30 a.m. to 4:30 p.m.

Student Support

Location: Library lower level

Telephone: 508-999-8884

Email: itstudentcenter@umassd.edu

Hours

Office: Monday to Friday, 8 a.m. to 5 p.m.

Labs: Monday to Thursday, 8 a.m. to
midnight

Friday, 8 a.m. to 5 p.m.

Saturday, 9:30 a.m. to 5 p.m.

Sunday, noon to midnight

Service Mission

To provide high-quality IT help desk services to our customers utilizing technology in University environments: for faculty and staff using University owned computers and related peripherals for university academic and business processes; and for students using university IT resources for academic and related pursuits. To provide efficient and effective telecommunications operations support to University faculty, staff and students and the general public seeking information from and about the UMass Dartmouth campus and remote locations.

Hardware/software

- Retrieve, rebuild, install software, configure, deliver, and transfer data on new, leased, and existing University-owned computers.
- Install, configure, and troubleshoot supported software on University-owned computers, personal computers, and related peripherals per licensing agreements.
- Provide front-line troubleshooting for University-owned technology.
- Maintain and repair computers, printers, and computer-related peripherals in faculty and staff offices and CITS Learning Spaces.
- Provide recovery services from damaged hard drives and CPUs.
- Register, configure, provide access, and support network and local printers on campus.
- Manage desktop security programs including virus definition installs, operating system updates, virus removal, and repair of compromised machines.
- Coordinate with Access Management and Enterprise Systems Administration to manage user accounts.

- Provide loaner equipment to faculty and staff while equipment is repaired.
- Administer the Faculty Instructional Laptop Program (FILP).

Technical support and training

- Develop, implement, and maintain training and support programs for faculty, staff, and students.
- Develop, deliver, and manage overall help desk and support services to students in IT learning spaces.
- Develop and implement operational policies and procedures for IT learning spaces.
- Administer desktop security programs for student computers.
- Administer Residential Technology support programs to support residential students utilizing technology.
- Develop, maintain, and distribute IT communications for faculty, staff, and student initiatives.
- Provide operational support for online freshman placement testing.

Purchases

- Communicate with IT vendors to evaluate, recommend, and negotiate pricing for campus standardized hardware and software.
- Develop, maintain, and communicate campus standards for hardware/software purchases.
- Negotiate and manage UMass system and campus-wide licensed software and hardware programs.

Access

- Develop and manage operational schedules for IT learning spaces such as computer classrooms and public access labs.
- Process reservation requests for IT learning spaces to provide appropriate access.
- Schedule and coordinate distance learning/video conferencing facilities.
- Schedule and administer computerized freshman placement testing.

Scanning

- Scan exams and evaluations.
- Scan text and images.

Telecommunications operations support

- Ensure the accurate and timely receipt, response, and routing of telephone inquiries for on-campus and off-campus customers.
- Coordinate moves, adds, and changes to ensure uninterrupted access to telecommunications services.
- Maintain human resources telephone data to ensure access to accurate and appropriate telephone directory information.
- Effectively communicate critical telephone system availability, campus status, and emergency information to the University community and general public.

Learning Spaces Operations

Location: Library fifth floor

Telephone: 508-999-8988

Email: itlabsclassrooms@umassd.edu

Hours

Monday to Thursday, 7 a.m. to 10 p.m.

Friday, 7 a.m. to 5 p.m.

Service Mission

To design, implement, and maintain flexible, technology-enhanced learning spaces such as IT classrooms, computer classrooms, distance learning facilities, and public access computing labs.

Technical Operations

- Design, install, maintain, and manage IT classrooms and computer classrooms.
- Design, install, maintain, and manage CITS public and partnered computer labs.
- Design, install, maintain, and manage distance learning/video conferencing facilities.
- Provide technical and operational support for the Mobile Computing Loan Program (MCLP).

Support

- Provide training and support for technology use in supported learning spaces.
- Provide technical consultation for the campus community for classroom and lab technology.
- Provide technical training and support for online freshman placement testing.

Administration

- Manage room security for computer labs and CITS learning spaces.

Network and Telecommunications

Locations: Library third floor and Library lower level

Telephone: 508-910-6988

Email: networking@umassd.edu

Hours

Monday to Friday, 8 a.m. to 5 p.m.

Service Mission

To recommend, design, test, and maintain an efficient data networking, telecom and cable TV infrastructure for UMass Dartmouth, including the main campus, remote sites, residential and wireless.

Management

- Provide network, telephone, and cable TV support for moves, additions, and changes.
- Monitor the status of all network devices on the residential, main campus, and remote campus networks.
- Upgrade firmware on all network devices.
- Configure network devices for deployment into production.
- Install and upgrade new network devices for continuing the evolution of all the campus networks.

Connectivity

- Develop and maintain network, telephone, and cable TV connectivity.
- Develop and maintain wireless connectivity.
- Troubleshoot and maintain Virtual Private Network (VPN) connectivity.

Security

- Respond to network abuse and copyright infringement complaints.
- Scan network for hosts that have been compromised or are vulnerable to hacker attacks.
- Create and maintain policies and controls for RealSecure Desktop Protector clients.
- Modify, add, and change firewall rules.
- Investigate and troubleshoot unusual network traffic patterns.

Development

- Recommend and design/re-design existing or new building infrastructure for voice/data/cable TV networks.
- Test and evaluate new networking equipment for compatibility with current network infrastructure.
- Interface with vendors and contractors to facilitate accurate infrastructure installation.
- Evaluate new security tools to maintain the integrity of the network.
- Represent CITS at UMass system-wide and campus initiatives.

Project Support and Change Management

Location: Library fifth floor

Telephone: 508-999-8609

Email: itprojectmgt@umassd.edu

Hours

Monday to Friday, 8 a.m. to 5 p.m.

Service Mission

To develop, implement, and manage effective projects to facilitate the smooth transition from legacy to new administrative systems and administrative system upgrades for faculty, staff and students.

Coordination and implementation

- Coordinate and/or implement campus systems.
- Implement new administrative systems and system upgrades.

System development

- Provide leadership in determining integrated solutions to meet campus needs.

Training and support

- Document and provide training as needed for campus systems.
- Provide support for faculty, staff, and students during go-live and stabilization periods.
- Prepare users for administrative system implementations and upgrades.

Communications

- Prepare end users for organizational and system changes through meetings, presentations, and workshops.
- Communicate project status information to University audiences.

CITS Horizontal-Cross Function Teams

Communications

Service Mission

To coordinate CITS communications strategies for new and ongoing initiatives, with consideration for our customers and attention to consistency and timeliness.

Facilitator: Donna Massano

Telephone: 508-999-8043

Email: dmassano@umassd.edu

Members: Chris Allen, Jessica Arruda, Peggy Dias, Carolyn Hamel, Don King, Joyce Rosinha, Tracey Russo

Enterprise Security

Service Mission

To ensure a secure IT environment through the evaluation, adoption, and maintenance of industry standards and best practices in a timely fashion.

Facilitator: Craig Oliveira

Telephone: 508-999-8957

Email: coliveira@umassd.edu

Members: Jessica Arruda, Eileen Caron, Yueqing Chen, Andrew Darling, Holger Dippel, Chris Garron, Charlie McNeil, Craig Oliveira, Tim O'Neil, Mike Pacheco, Rich Pacheco, Joyce Rosinha

Quality Service

Service Mission

To nurture a highly-functioning, service-oriented organizational culture through ongoing dialogue, assessment, and implementation of quality service initiatives.

Facilitator: Peggy Dias

Telephone: 508-999-8791

Email: mdias@umassd.edu

Members: Chris Allen, Jessica Arruda, Holger Dippel, Don King, Craig Oliveira, Tim O'Neil, Rich Pacheco, Joyce Rosinha, Tracey Russo, Brian Sullivan

Stream Team

Service Mission

To coordinate the provision of rapid-response, high-quality technical services (web, network, multi-media) to the campus community for events requiring IT/media support.

Facilitator: Chris Frias

Telephone: 508-999-8203

Email: cfrias@umassd.edu

Members: Chris Allen, D Confar, Chris Frias, Damon Gatenby, David Gomes, Diane Gomes, Don King, Wendy Malenfant, Justin Maucione, Jim Mullins, Tim O'Neil, Rich Pacheco, Paul Souza, Steve Splinter, Heather Tripp