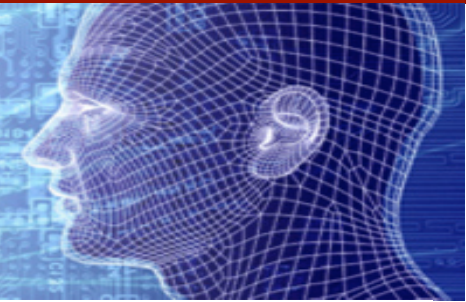


Technology Services

at Fresno State

DIVISION OF ADMINISTRATIVE SERVICES



Mission Statement:

Technology Services is dedicated to providing a broad range of technology-based planning, resources and services to the students, faculty and staff of California State University, Fresno.

Vision Statement:

Technology Services will be a leader in providing effective technology and quality services and support that are integrated into the daily activities of the university community, advance teaching and learning, enhance productivity and safeguard information.

Technology Services Department Groups:

Classroom Technology & Video Conferencing (CTV) provides design and installation, training, and on-going support of instructional technology in the classroom. This technology includes, but is not limited to, video/data projectors, document cameras, and touch button control systems. CTV works closely with schools and colleges to recommend, design, and install technology in labs and conference rooms. Technical support is provided to video conference rooms and distance learning facilities, both on and off campus. CTV also provides training and support to faculty using audience response systems in the classroom. An inventory of mobile equipment, such as portable video/data projectors and public address systems, is available for check-out to faculty and staff.

Desktop Support/Professional Services provides desk-side support to end-users and the support work related to desktops and laptops. These services include the setup, maintenance and repair of desktop/laptop computers. Desktop Support/Professional Services work with IT Liaisons to deliver desktop support to units including Colleges, Schools and Divisions.

Field Operations provides multiple voice communications services to the campus which includes maintaining the outside copper and fiber plant, programming, enhancing, and maintaining a new voice over IP (VoIP) phone system along with providing standard voicemail and call center services. Installing and upgrading the intra-building communications cabling is also part of this group's responsibility.

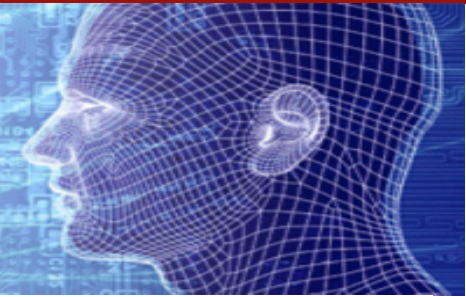
Information Security keeps Fresno State's data, networks, communications systems, computers, and other information technology resources safe and secure from known and predictable threats in a university environment that promotes ease of access and use.

Our goal is to maintain the highest achievable levels of protection of our information technology assets and reduce the overall threats to those assets. We leverage the abilities and resources within Fresno State to ensure the confidentiality, integrity, and availability of the university's information resources.

Technology Services

at Fresno State

DIVISION OF ADMINISTRATIVE SERVICES



Technology Services Department Groups (Continued):

IT Liaisons is the on-site presence to provide a response to service requests within units including Colleges, Schools and Divisions for those matters where the Help Desk cannot directly provide support. An IT Liaison is available to faculty, staff and students in the units to provide first contact resolution, on-site consultation, and coordinate the response of central IT resources for service requests within a unit. IT Liaisons seek to deliver IT services in a manner that is aligned with the priorities and practices of the central IT and the unit.

Network Engineering

Networking manages and maintains the hardware, monitoring tools and operating systems that make up the campus wired and wireless network.

PeopleSoft Financials Support provides technical, development, and maintenance support for PeopleSoft financials. Works in close relationship with accounting and payroll to provide timely and accurate financial records.

PeopleSoft Human Resources Support provides technical, development, and maintenance support for the Human resource components within PeopleSoft. Works in conjunction with Human resources to provide assets with My Fresno State portal for employees.

PeopleSoft Student Administration Support provides technical, development, and maintenance support for student administration within the My Fresno State portal. Works with Admissions, Records, and Evaluations as well as the Scheduling Office to provide class schedules and student class registration.

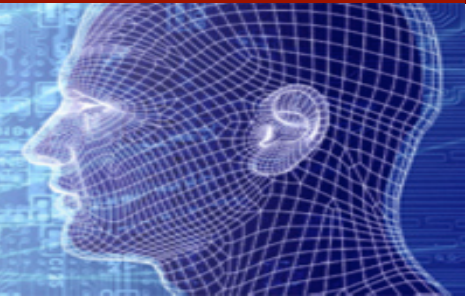
Service Desk is responsible for staffing our campus Help Desk, delivers call routing and dispatch services for technology-related support calls and provides operational support for our service management practice. The Help Desk provides first level telephone, online, and email support for the entire campus community.

Service and Project Management Group works to instill and facilitate the service and project delivery best practices within Technology Services to more effectively realize project outcomes and service expectations.

Technology Services

at Fresno State

DIVISION OF ADMINISTRATIVE SERVICES



Technology Services Department Groups (Continued):

Systems, Storage and Infrastructure Applications is responsible for the server environment supporting central campus services including calendaring, email, web-servers, network infrastructure services, and the campus portal. This environment includes the hardware, operating systems and storage systems associated with these servers.

In addition to supporting the server environment, the Systems staff is directly responsible for supporting the services provided to the campus for calendaring, email, and web-servers. They are also tasked with supporting aspects of the network infrastructure services including DNS and DHCP. This group also provides support for departmental servers used by a variety of academic and administrative units on campus.

Technical Architecture Group (TAG) provides core information technology planning, design, change management and security services in support of the administrative information systems used at Fresno State. Specific functions include:

- Provides application architecture support and systems change control
- Performs upgrades, updates, and migrations of local and vendor delivered products
- Reviews and schedules technical environment upgrades and updates
- Performs campus database administration functions
- Coordinates with other Technology Services teams, TILT Operations, and CMS Help Desk
- Submits projects to CMS Help Desk for implementation
- Design and maintains application security and workflow
- Maintains a focus on technical infrastructure

Telecommunications Billing is responsible for gathering, processing, and posting of all phone related billing on campus

Web Services is responsible for the web technical and information architecture, web delivery infrastructure and additional services in support of the University Web space. They are also responsible for the campus web redesign as a whole and to assist departments with their redesign efforts.

More information regarding Information Technology Services may be viewed at the following link: <http://www.csufresno.edu/technology/>