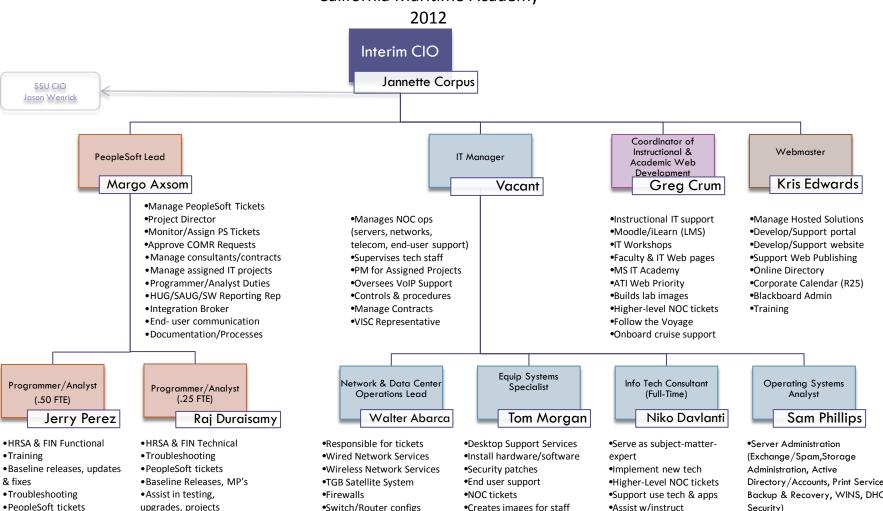
Information Technology Department California Maritime Academy



Deploys images

•Hardware repair

Create Port Pass ID Cards

Onboard cruise support

- PeopleSoft tickets
- Assist in testing, upgrades, projects
- •Fit/Gap Meetings
- HUG/Fin Aid IT Rep
- Document/Processes
- Create queries

- upgrades, projects
- TUG & FUG rep
- SQR and nVision reports
- PS customizations
- Security Administration
- •Integration w/ 3rd parties
- Document/processes
- Create queries

- •Switch/Router configs
- Domain Name Services
- •Institutional spam filter
- •Virtual Private Network
- CSU network projects
- •Server admin alternate
- Higher level NOC tickets
- Onboard cruise support
- Telecommunications

- software & lab support
- •IT Workshops
- Onboard cruise support
- Directory/Accounts, Print Services, Backup & Recovery, WINS, DHCP, Security)
- •TAG representative
- •Network Admin alternate
- VolP Support
- •Keyserver License Software
- •Higher level NOC tickets
- •Onboard cruise support

IT Core Services

Information Technology Website:

http://www.csum.edu/web/faculty-and-staff/it

- Network Operations
- HelpDesk
- PeopleSoft
- Academic Technology
- Web Services
- Telecommunications

Network

Operations/Infrastructure/Architecture

- Data Center Operations
- Backup and Recovery
- Virtual and Physical Server Administration
- Storage Administration (shared network folders)
- Printer Services Management
- Keyserver Software Management
- Wired Network Services
- Wireless Network Services
- Remote access services
- Service continuity and availability
- Internet Access
- Project Management and Implementation of CSU Mandated and ITAC Synergy Projects

HelpDesk

- Provisioning/Deprovisiong accounts
- Reset usernames/passwords
- Desktop support services
- Issuance of Port Passes
- Resolution of software and hardware problems
- > IT purchasing recommendations
- Configuration/installation/move/disposal of PCs and software
- Site licensed software (contracts and tracking)
- IT Asset Inventory Control
- Network connectivity problems (data jacks, etc.)
- > Set up and configure laptops, desktops
- > End-user training and documentation
- Support for Apple products (limited)

Web Services

- Manage Hosted Solution
- Development and Support for the myCampus portal
- Support for Web Publishing
- Online Directory (currently Global Address Book)
- Corporate Calendar (R25)
- Web Content Training
- Granting appropriate access to users for web publishing
- Custom web applications (parking permits, RA, etc.)
- Web Administration and Content Management
- ATI Compliance

PeopleSoft

- Maintain HCM and CFS databases
- Grant users access with appropriate roles
- Apply Maintenance Packs
- CMS Mandated Projects (HCM 9.0 upgrade, CHR, etc.)
- First level of support for PeopleSoft
- Communicate with PS users
- Create queries
- Customizations (outside of Baseline)
- Integration with 3rd party vendors

Telecommunications

Even if we go VoIP, some of these will need to be assigned.

- > PBX
- Digital and Analog Desk Phones
- VolP Services
- Support of CMA-approved/issued mobile phones/smartphones
- Support for IT-approved third-party applications
- Voicemail
- > 911 Services (Blue phones, elevator)
- > 911 Program
- Pay phones
- Call Accounting
- Ordering/Assigning and Configuring Cell phones

TSGB Network/Infrastructure for Ship's Business & Instruction

- Broadband Satellite
- Network Infrastructure (wiring/data jacks/routers/switches)
- Servers
- Computer Labs
- > IT Staff Member onboard for cruise support
- > FTV technical support
- Telecom ports, Calling cards

University's Administrative and Third Party Systems

- PeopleSoft HCM
- PeopleSoft Finance
- Blackboard System (Port Pass ID Cards, Meal Plan, Door Access, System Administration of Server, ID Works)
- Blackboard Analytics (Academic Affairs)
- Blackboard ConnectEd (Public Safety, PIO)
- Online Services (CashNet, etc.)
- Carigo Work Order System (Facilities)
- Maxient Conduct Management System (Leadership/Development)
- Stanley/Best Door Management for MRH
- Other (Moodle, Point N Click, Key Server)
- Portal

Information & Network Security

Information Security Program: Support by VISC

- Information Security Roles and Responsibilities
- Risk Management
- Responsible Use
- Personnel Security
- Privacy
- Security Awareness and Training
- Third Party Services Security
- Information Technology Security
- Configuration Management and Change Control
- Access Control
- Asset Management
- Management of Information Security Incident Response
- Physical Security
- Business Continuity and Disaster Recovery
- Legal and Regulatory Compliance

Leadership for IT

- Technology Strategic Planning
- Lifecycle and capacity management
- > IT standards and policies
- Change management
- Contracts and license management
- Technology consulting
- Evaluation, research and development
- Technology assessment and improvement
- Financial management and accountability
- Internal and external technology business relationship management

Changes in IT

- Review and Reorg IT Organization
- Establish Goals and Objectives (Dept, Personnel)
- Identify Roles and Responsibilities
- Reclassify Positions (if necessary)
- Communicate Expectations to Team
- Establish an IT Strategic Plan
- Review and Update Polices and Procedures
- Review Budget and Expenditures
- Review and Prioritize all Projects
- Implement systems/tools that will benefit organization (Track IT, VoIP, etc.)

Changes in IT

- Establish Best Practices, Business Processes
- Standardize forms, Implement Workflow
- Documentation (Create, Update, Store docs)
- Share information: Sharepoint, Wiki
- Regular communication to campus regarding projects (upcoming, recurring, statuses, etc.)
- Regular IT Meetings
- Security Awareness, Measures, Tools in place
- > Training and Professional Development for Team

^{**}Change reputation of IT: Make an Impact**

Top 5 Priorities for IT

- 1. Preparation for TSGB
- 2. Assess current IT organization and make necessary changes
- 3. Web Services (CampusEAI, another vendor or in-house)
- 4. HelpDesk Ticket monitoring system (TRACKIT!)
- 5. Improve/Change the reputation of IT!!

IT Strategic Plan (next 3 months)

- Access IT organization
- Meet with departments to evaluate their IT needs and address any issues/concerns:
 - Academic Affairs
 - Dean of Students (Health Center, Career Center, ASCMA, Admissions, Financial Aid)
 - Leadership & Development
 - SPEL, CETL
 - A&F Team

IT Strategic Plan

- Review and update policies and procedures
- Develop an IT Newsletter to communicate to user community
- □ Ensure security measures are in place
- Prioritize Projects and have an executable plan