Many significant strides have been made over the last several years to integrate systems throughout campus so that they function interactively as an aggregate unit. Central to this effort has been the consolidation of divergent technology areas into a single Office of Information Technology (OIT) with a clearly defined mission.

This mission has been accomplished by taking a leadership role in university-wide strategic planning for information systems, creating user involvement, and recommending innovative uses of technology to meet the needs of the university. The OIT office works to expand and enhance the quality and quantity of information technology services. These services include: administrative computing, Web content management services, database administration, network services, and the management of the University’s helpdesk services. Additionally, it plays a vital role in facilitating the university’s utilization of technology to improve services to the public at the lowest cost. OIT responsibilities related to these services fall within the following domains:

- **Information Technology Staff.** The Office of Information Technology includes Ellucian Higher Education on-site staff, Ellucian Higher Education corporate support, and University administrative staff.
- **Information Technology Resources.** OIT maintains information on supported hardware, software site licenses, cost-savings opportunities, helpdesk services, Web content management services, user group activities, project management, and training. The Office also works with consultants to identify and provide appropriate IT information to meet campus needs.

- **Infrastructure Services.** Infrastructure services are an array of utility, back office or foundation services including data, voice and video distribution networks, and administrative applications, which benefit institution-wide coordination.

- **Consulting and Expert Liaison.** OIT provides advice and consulting service on the implementation and use of computing, Web, and communication technologies. Departmental collaborations establish a pipeline for technical leadership and expertise in emerging technologies.

**User Services**

Telecommunications and Network Services, sub-units of Network Communications, have the primary responsibility of maintaining the administrative SunSolaris clusters and campus network (which includes LAN, WAN, and VPN), resolving operating system issues, maintaining PBX services, installing phones lines, setting up user accounts, resolving network performance problems, providing analysis and recommendations on new or emerging technologies, and providing planning assistance to campus management and the governance committee on information resource issues.

Specific user services are also provided directly to the user. This unit is divided into three areas: Helpdesk, Academic Computing, and Desktop Support. The services provided include: user helpdesk support, desktop support, training, documentation preparation, and evaluation and recommendation of desktop computing solutions.

The Helpdesk serves as the central contact point for users regarding academic and administrative information systems, networking, data communications, and desktop computing. Academic Computing is responsible for planning, implementation, and support of the computing needs for the academic units of the university. Specifically, providing assistance in selection and implementation of appropriate personal computer hardware and software needed for faculty, students, and administrative offices.

The Academic Computing area also provides on-going training for faculty and staff. This training is provided every academic semester and involves the use of existing equipment to perform tasks using software packages found in the TSU computing environment. Similar training is also provided to students and involves skill development in these same areas.

Academic Computing also assists faculty members in the instructional environment. Specifically, they provide training to students within the classroom environment on the use of discipline-specific technology. This would include both hardware and software use.

If you would like to initiate a work order for a computing problem, please call extension 4357 (HELP) or access the myTSU IT Service Portal for the best experience please use only Internet Explorer when accessing the myTSU IT Service Portal.

**Web Services**

The Office of Information Technology manages the university corporate Web presence through its Web Services Division, which includes: hosting, security, software licenses, maintenance, technical support, content management training, project management, Web development, and contract oversight.

If you would like to submit a Web request online, please complete the Web Request Form or contact extension 4357 for immediate assistance. Web Services does not include TSU Student MyWeb Accounts, Banner, and Blackboard please call extension 4357 or (713) 313-4357 for information regarding TSU MyWeb Accounts, Banner, and Blackboard.

Please note: WEB SERVICES does not provide support for TSU Student MyWeb Accounts, TSU Student Mail, Banner, and/or BlackBoard please contact Ext. 4357 or 713.313.4357 for information regarding the previously stated accounts.