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Portfolio of Service

Information Technology Services (ITS) is responsible for providing information technology support for the A&M San Antonio community. In this document we will describe some of the services and standard practices for the ITS department. This is not meant to be a comprehensive summary of services. Please contact the Helpdesk (helpdesk@tamusa.tamus.edu or x4357) if you have questions regarding something that is not covered.

Equipment

Each employee position is provided a standard set of equipment. Please see page 5 for current model.

- Exempt: chose between a laptop or desktop, one standard keyboard, mouse, monitor and 4-button phone device.
- Non-exempt: desktop, one standard keyboard, mouse, monitor and 4 button phone device.

Any computers/laptops retrieved from classrooms, computer labs or faculty/staff through the “Refresh Program” will be stored in ITS inventory. These machines will be dispersed to departments on first come first serve basis. Depending on the need and purpose, ITS will determine if there will be chargeback involved. To request a computer/laptop complete a service request via, <http://www.tamusa.edu/helpdeskcentral/>

- If inventory is available, ITS will provide new or repurposed equipment when the request is made via a service request. Any request is subject to a chargeback. Please see page 5 for current pricing. Any new or repurposed equipment will not be refreshed through the "Refresh Program". This will be the responsibility of the department.
- If ITS do not have the equipment inventory requested, departments may purchase the equipment by working with ITS on a quote. All equipment purchases must have IT approval. Any new or repurposed equipment will not be refreshed through the "Refresh Program". This will be the responsibility of the department.

Computer Refresh Program

Currently, the Computer Refresh Program is funded centrally during the annual budget process. Faculty and Staff computers are approved during the budget process and will be refreshed as follows; employees are eligible for a “refresh” or newly issued computer at the end of four (4) years of when the computer was purchased. ITS will notify the department who is eligible for a computer refresh. A computer refresh only includes a laptop and docking station or a desktop, depending on the employee's position (exempt or non-exempt). If a department would like a new monitor or bag for a laptop, a chargeback will be applied. Any refresh of keyboard and

mice will be determined at the time the computer is being refreshed. Note: all older computer equipment will be picked up at the time the new equipment is refreshed. If the department would like to keep the equipment they must put in a service request. Any older computer equipment will be reviewed by ITS to determine if it will be surplus or put in the computer refresh inventory.

Printers

A&M San Antonio has adopted a centralized philosophy for campus printing. These printers are located throughout the campuses and can be used with a Jaguar Pass or by manually typing in their Jaguar Login (students), email address (faculty/staff).

If paper or toner is needed for printers please complete a service request:

<http://www.tamusa.edu/helpdeskcentral/>

Delivery of paper can be requested through a service request. The maximum amount of paper that can be delivered at one time is 3 boxes. Excessive amounts of requested may be reviewed by ITS to determine an alternative process.

ITS does not support desktop printers purchased for individual workstations. This includes expenses associated with the desktop printer. Any exception to this must have approval by the President of assigned designee along with the business need justification. All approvals must be emailed to the ITS CIO.

For a list of general use printers' visit:

<http://www.tamusa.edu/its/studentresources/printcopy.html>

Software & Applications

Software Inventory

A&M San Antonio has a set of enterprise wide adopted software. Any software purchases are made through ITS. Please contact the ITS Business Coordinator for more information.

For a list of current software visit:

<http://www.tamusa.edu/its/studentresources/software.html.html>

The software listed on the link above is updated by ITS User Services. If a software update is needed for academic or administration reasons contact the ITS User Services Manager. The standard timeline for software updates will take place in late July/August and December. These softwares do not include those needed for everyday use such as Java, Flash, Shockwave, Microsoft security updates etc.

If a request for software is needed submit a service request. If the software is not listed as part of the standard list, a chargeback may be applied (e.g. Adobe Professional).

If a new request for software is needed, submit a service request. The request will be reviewed by ITAC.

Services:

Helpdesk Central

If you have any questions about the services that ITS provides please contact us.

Phone: 210.784.4357

Email: helpdesk@tamusa.tamus.edu

Service Request: <http://www.tamusa.edu/helpdeskcentral/>

Applications Support

ITS provides support for Banner and Enterprise related applications. The application support team can be used when selecting an application all the way through the end of life for the application. Our services include, but are not limited to:

- Assistance in selecting applications.
- Assistance in the implementation of applications.
- Assist in application configuration.
- Assist in outages to restore services back to normal.
- We can provide users general training opportunities.
- Provide report writing on specific applications.
- Account creation.

Academic Technology

Academic Technologies is dedicated to advancing all aspects of the effective & relevant use of technology in support of teaching and learning in online, face-to-face and hybrid environments. We collaborate with Faculty, Students, and Staff to proactively identify, design and develop meaningful solutions to enhance instruction and learning through innovative uses of technology.

Our support activities include:

- Distance/ Distributed Learning Platforms –
 - Blackboard Learn (LMS) - Student/ Faculty Support, Training, Administration and Maintenance, Semester-based Faculty/Student/Course Loads
 - Adobe Connect – Student and Faculty Support, Training, Administration and Maintenance
- Faculty professional development and andragogy-based trainings related to the effective use of technology in face-to-face, online and hybrid courses
- Management & ongoing support of the Faculty Innovation Multimedia Development Center
- Instructional design assistance & course design Faculty/Staff consultations
- Instructional multimedia design & development assistance/consultations
- Respondus 4.0 Exam Management Software - Faculty Support, Training, Administration & Maintenance
- Classroom Audience Response Systems (i.e. clickers) – Student/Faculty Support & Training

User Services

User Services provides routine and advanced technical support for various information technology projects or work groups.

Our support activities include:

- Installation and repair of hardware, software, or peripheral end user equipment.
- Troubleshoot, operate, and maintain computer and audiovisual equipment.
- Set-up and operate classroom technology and media equipment.
- Respond to requests for technical assistance and instructs users in the operation and utilization of applicable hardware and software.
- Provide general technical support via the helpdesk

Digital Signage

State of the art digital signage system allowing faculty and staff to publish events and announcements throughout the Texas A&M University-San Antonio campus. The following services are offered for Digital Signage.

- Training and signage access
- Signage Templates

To sign up for training or verify the department has digital signage in their area submit a service request.

Website Services

Website Services is responsible for the maintenance and design of the entire university website through the use of Cascade Content Management System. Website Services uses helpful tools to provide the following services:

- User training for Cascade CMS
- User Access to the Cascade CMS
- Web Analytics through the use of SiteImprove and Google Analytics
- Create and development of university web templates
- Development of Spectate form

Project Management

The PMO provides tools and services that enable you to make informed choices about starting projects and managing project resources, scope, schedule, quality, and risk. We are here to help facilitate processes and resources to help your project succeed through the five stages of project management methodology:

- Stage 1: Initiate
- Stage 2: Plan
- Stage 3: Execute
- Stage 4: Monitor & Control
- Stage 5: Close

Network Infrastructure Support

Faculty and Staff computer and telephone connectivity will be centrally provided by ITS. Network Infrastructure Support is required when a computer, telephone, or network connected device is physically moved, changed, or is taken during travel (laptop). This ensures that our resources remain safe and have the connectivity that they require. Some of the typical support activities include but are not limited to:

- Moving, adding, changing, or removing network connectivity (ports) in a specific area.
- Moving, adding, changing, or removing telephones.
- Moving, adding, changing, or removing computers.
- Troubleshooting connectivity issues for applications.

- Adding functionality to telephones (additional lines, calling trees, etc.).
- Accessing University resources while travelling by using secure VPN access.

Information Technology Advisory Council (ITAC)

Information Technology Advisory Council's (ITAC) to provide a governance framework that gives us the ability to design, create, manage, prioritize and maintain IT infrastructure and services that are aligned and architected to the strategic goals and vision of TAMU-SA.

Definitions

Common Area Computers – computers can be used by any student, faculty or staff. Located in classrooms for use during instruction, computers labs, and adjunct alleys. These machines are “refreshed” by ITS through the centrally funded pool.

Computer Classrooms – classrooms equipped with computers and available for academic or administration use. Classrooms must be booked through the university’s EMS system.

Computer Labs – computers available for general use. These computers are not booked through the university’s EMS system and are open to students, faculty, and staff. Guests are also permitted to use these machines with a guest account.

Faculty/Staff Computer – Faculty/Staff primary work computer provided by ITS. These machines are replaced at the end of every four years under the “Refresh Program” through the centrally funded pool. If additional kiosks machines are requested in addition to the already allocated machines, ITS will work on a first-come-first-serve basis to fulfill the request.

Front Desk Machine – Machines that are stationed in the front desk of each department and used by employees of the university. These machines are a departmental expense and are not centrally funded through the “Refresh Program”. *Note: departments may ask for repurposed equipment from ITS to replace any front desk machine.*

Kiosk Machine – Machines that are located in individual departments that are primarily used by students to conduct academic business (e.g. Welcome Center). These machines are “refreshed” by ITS through the centrally funded pool.

Multi-Functional Printer (MFP) – Ricoh printers located throughout the campuses and can be used with a Jaguar Pass or by manually typing in their Jaguar Login (students), email address (faculty/staff). Printer functions can include black and white/color, copying, fax, scan, staple, and hole punch.

Student Assistant Computer – computers used by student employees within a department. These machines are a departmental expense and are not centrally funded through the “Refresh Program”. *Note: departments may ask for repurposed equipment from ITS to replace any student assistant computer.*

Surplus Inventory - inventory that is considered “end of life” and will be removed from TAMU-SA inventory system.

Repurposed Equipment – computer equipment given to ITS as a result of the “Refresh Program” and will be used for repurposing to other departments or to surplus.

Technology Equipment Issuance and Chargeback Scenarios

1. Equipment Adoptions – based on FY15 actuals:

- Staff /Faculty Package (STANDARD):
 - Desktop Computer (specs)
 - (1) Monitor
 - (1) each wired keyboard/mouse
 - (1) Phone Number
 - (1) 4-button Phone device

*\$1451.63 = \$951.63 (for desktop package, includes 23” monitor, wired keyboard/mouse) + \$100 (Phone Number) + \$400 (4-button phone device)

- Staff/Faculty Package (Elevated Mobile):
 - Laptop Computer
 - (1) docking station
 - (1) monitor
 - (1) each wired keyboard/mouse
 - (1) Phone Number
 - (1) 4-button Phone device

For Latitude E6440 = \$2214.85 (\$1,636.34 for laptop, monitor & docking station + \$32.32 for keyboard/mouse + \$100 for Phone Number + \$400 for 4-button phone device + \$46.19 for a bag)

For Latitude E6540 = \$2,118.37 (\$1,214.15 for laptop + \$241.01 for monitor + \$130.89 for docking station + \$32.32 for keyboard/mouse + \$500 for phone number & handset)

- Note: difference between “standard” and “elevated” staff/faculty expense for

E6440 = \$763.22

E6540 = \$666.74

2. Summary of individual item pricing – based on FY13 actuals:

- Phone Number = \$100
- Phone Handset
 - 4 button: \$400
 - 6 button: \$500
- Laptop
 - E6440: \$1237.70
 - E6540: \$1,214.15



- Docking Station = \$130.89
- Monitor = \$241.01
- Memory = \$50.99
- New Desktop = \$1004.89 (Desktop package is cheaper than just the desktop, \$951.63)
- Re-purposed Desktop = \$ TBD
- Keyboard\Mouse = \$32.32
- Laptop Carrying Case = \$46.19
- Data drop = \$125 *or DIR established rate*

*Based on Dell Pricing. Price subject to change. Please check with ITS for current pricing.