Presenters

• Fran DiSanti
  – Chief Information Officer
• Richard Trench
  – Assistant Director, Technical Services
• Jim Wilson
  – Director & Chief Engineer, Media Services
• David Lees
  – Executive Director, Academic Technology & Distributed Learning
Agenda

• Information Technology Overview
• Technology Services and Support
• Academic Technology & Distributed Learning
• Help desk
• Classroom support
• Event Support
• Training
• Procurement

• Network/Telecomm
• Server admin
• ERP & Databases
• Computer Services
• Classroom design & engineering

• LMS
• Web & Portal
• App Support
• Business Intelligence
• Video production

• Business analysis
• Process review

User Support
Information Services
Infrastructure Support
Project Management
Foundation of the IT Strategic Plan

*Seeking the Magis*

- Academic excellence
- Transformative teaching & scholarship
- Transformative student experience
- Curricular innovation
Strategic Themes of the IT Plan

**elivers** strategic technology-based solutions

**optimizes** technology resources

**ngages** the community

**ustains** the technology infrastructure
Delivers Goals

Academic Excellence

Transformative Learning

Enrollment Growth

Financial Health & Business Analytics
Optimizes Goals

- Greater Institutional Effectiveness
- Enhanced IT Service Delivery
- Enhanced PM Practices
- Effective Technology Stewardship

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Engages Goals

Strategic and Tactical Alignment

Central and Distributed IT Collaboration

IT Communications & Marketing
Sustains Goals

Reliable Infrastructure

Technical Currency

Information Security

Mobile Access
Select Accomplishments

• Classroom & lab upgrades and renewal
  – Moot Board Rooms; Science Labs; Post, Merion and Bellarmine classrooms
• Technology Innovation Fund
• Academic Dashboard development
• Support of Degree Works deployment
• 2nd Annual Teaching and Learning Forum
Select IT Accomplishments

• Gmail for students
• Zimbra email upgrade
• Wireless expansion & enhancement
• Release of Financial Review Model version 2
• Renovated Technology Service Center
• Redesign and renovation of main data center
Technology Services & Support

Richard Trench
Assistant Director, User Services

trench@sju.edu
610-660-1928
Technology Service Center

techhelp@sju.edu,

610-660-2920
Science Center, Room 129

TSC Video
Technology Service Center

• Technical Support for Faculty, Staff & Students
  – First point of contact for everything tech!
  – 24/7 technical assistance by phone

• IT Purchasing and Training

• Staffed Hours:
  – Mon-Thurs: 7:30am-9:30pm
  – Friday: 7:30am-5pm
  – Sat-Sun: 11am-5pm
Supported Hardware

*Full support of all University-purchased hardware but cannot support personal technology purchases.

• Laptops and Desktops
  – Apple, Lincoln, Lenovo (IBM)
• Printers
  – HP, Xerox, CopyStar (MFP)
• Smartphones/Tablets
  – iPhones, Droids, Windows mobile devices
  – iPads
Supported Software

- Operating Systems
  - Mac: OS X.x (10.7 Lion)
  - PC: Windows XP/7
- Office Productivity
  - MAC: Office 2011
  - PC: Office 2010
- Email & Calendar: Zimbra Collaboration Suite
- Email clients: Zimbra, Outlook, Mac Mail
- AntiVirus software: Symantec Endpoint Protection
- Web Browsers: IE, FireFox, Safari
- Statistics: SPSS, SAS
Network Storage or Your “J:Drive”

- Your storage space on SJU network
  - Minimum quota for faculty: 4.0 GB
- Automatically available at network login
- Files are backed up nightly
Protecting your SJU Identity

Remember: IT will NEVER ask you for your password or Social Security number.

• **DO:**
  - Use both **UPPER** and **lower** case letters, numbers and characters in your password.
  - SJU Passwords must be 6 – 8 characters in length and contain at least one letter and one number.
  - Contact the **TSC** immediately if you suspect your account has been compromised.

• **DON’T:**
  - Share your password with anyone. Be aware of Phishing attempts in email that ask for your password.
  - Write passwords down or store them in unsecure text files.
Mass Email Communication

• Use employee@sju.edu for official University correspondence
  – empfac@sju.edu for faculty
  – empstaff@sju.edu for non-faculty
• Use fyi@sju.edu for Non-University correspondence
  – FYI is subscribe-able
IT Web Site
http://www.sju.edu/it

- Get answers to tech questions
- Check work ticket status
- Access the technology knowledge base
- Follow us on Facebook, @sjuit on Twitter
Academic Computing Services

• Housed within the College and School
• Assist faculty with computing needs
• Allocate computing resources within the college
• Act as liaison with Information Technology
• Coordinate computing initiatives
Academic Technology Managers

• Anne Szewczyk – College of Arts and Sciences
  – Email: szewczyk@sju.edu
  – Office: BL 111B

• Peggy Allen – Haub School of Business
  – pallen@sju.edu
  – Office: 165 MV
Other Academic Technology Support

• Specialized classrooms and labs
  – BE312, BE315, BE329 (Joanne Piombino, Language Resource Center Technical Support Specialist, CAS jpiombin@sju.edu x1837)
  
  – PO101, PO302, PO305, PO322, Digital Photography Labs (Boland Hall), (Karl Platzer, Technical Manager, CAS kplatzer@sju.edu, x3445)
  
  – Psychology Laptop Program, ME150, ME162, ME313, Nicoletti Music Studio Lab (Duane Glover, Technical Support Specialist, CAS)
Laptop Computer Programs

• Psychology Laptop Program
  – Duane Glover (X 1128)
  – [http://www.sju.edu/academics/resources/laptop/psychology.html](http://www.sju.edu/academics/resources/laptop/psychology.html)

• Haub School of Business (HSB)
  – Jeannine Shantz (X 1678)
  – [http://www.sju.edu/academics/resources/laptop/hsb.html](http://www.sju.edu/academics/resources/laptop/hsb.html)

All student laptop program inquiries can be sent to:
laptophelp@sju.edu
Media Services

• Our mission:
  – Provide service and support to all technology in teaching and learning spaces.
  – Provide leadership in the design of new and existing teaching and learning spaces and manage all AV projects.
  – Provide high quality video production and event services to campus constituents.
Standard Classroom Capabilities

- Projection and sound system
- Podium PC or Mac
- Laptop Input
- DVD/VHS or Blu-Ray
- Multimedia interface (HDMI),(VGA)
- Standard AV input (Yellow, Red, White)
- Control System
Ordering from Media Services

• To order services:
  – Email: mediaservices@sju.edu
  – Phone: 610-660-1770

• 24 hours notice required to reserve services
Media Services

• Located in Barbelin/Lonergan Rm. 30 and Merion Hall G11

• Hours of operation:
  – Mon.–Thurs:  8:00 am to 10 pm
  – Friday:  8:00 am to 5 pm
  – Saturday:  8:00 am to 4 pm
  – Sunday:  Closed

• Contact information:
  – Phone: (610) 660-1770
  – Email: mediaservices@sju.edu
ATDL Mission

Promote and support the effective and innovative use of academic technologies to enhance teaching and learning, regardless of delivery mode.

Our Services

Course Design & Production Services

Instructional Design
Digital Media Services
DMZ

Faculty Development

Online Training
Face to face Training
Workshops
Newsletter
Tech Innovation funds

Copyright & Compliance

Accessibility
HEOA - compliance

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Academic Technology Collaborative Support Model

ATDL

- Classroom Support
- Computer Lab Support
- ATLC Collaboration
- Classroom Design & Engineering
- Blackboard Administration
- Technology Support Center
- Media Production

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Questions?