Information Technology Services

Administration

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The impact of information technology and "information appliances" yet to come is changing the basic structure and business operations of educational institutions. Major responsibilities of the Office of the Vice President for Information Technology Services are to anticipate, plan for, and manage new information requirements and applications; develop information systems that support such requirements and applications; acquire and manage existing and new data and information; and provide and maintain a University-wide information network and mangement system to deliver voice, data, and video services. The responsibility of the Chief Information Officer includes the design, development, implementation, and management of an integrated University-wide information management system, ensuring integration of technology. In addition, Licensing and Network Training staff provides leadership for the coordination of campus licensing initiatives, including campus-wide licensing purchases.

The purpose of the SCT Banner product at Utah State University is to provide an integrated data management system that meets the needs of the entire campus and supports USU's mission of delivering a quality educational experience to students. The SCT Banner project is a migration from the old SCT Plus system to a system that is fully-integrated and provides access to data 24 hours per day, 7 days per week. SCT Banner consists of the following four modules:

1. A Finance Record System (Banner Finance)
2. A Student Information System (Banner Student)
3. Financial Aid (Banner Financial Aid)
4. A Human Resources System (Banner HR/Payroll)

All four modules are fully integrated, which means data, such as a student name, need only be entered one time and is accessible by all modules. USU students can expect increased capacity and more responsive interaction with their data and with the administration.

Network and Computing Services

Director: Kim A. Marshall, Science Engineering Research 301, (435) 797-2413, kim.marshall@usu.edu

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Network and Computing Services (NCS) manages the central computing facilities and services used by the campus to meet administrative, educational, and research needs, as well as the campus-wide data network that provides access to those services and provides connectivity for distributed services from other departments.

Administrative Data Services (ADS) maintains and customizes the business computing applications of the University, including the student information system (registration and records), the financial aid system (scholarships), the financial records system (accounting), the human resource system (personnel), the card reader system (ID and debit accounts), and the data warehouse (read-only access and reporting).

The Academic User Services (AUS) group provides end-user support for the facilities maintained by the Network, Systems Programming, and Operations (NSPO) group. AUS manages six Open Access Computer Labs for all students on campus, as well as walk-up kiosks around campus for e-mail and web access. The Helpdesk provides walk-in, phone, e-mail, and office-call support to students and staff for hardware and software problems, including network connectivity in offices, as well as in on-campus and off-campus housing.

NSPO manages the central computing equipment, including an IBM ES9000 for administrative computing applications; a cluster of five VMS Alphas for e-mail services, web page hosting, data analysis, and programming; network connections to the Internet and Internet-2; proxy servers; super computer access; and utility servers for webmail, virus filtering, spam tagging, etc. An intra-campus fiber-optic network connects nearly all desktop computers, servers, printers, and card readers on campus. A modem pool of 276 modems provides dial-in access to the campus backbone and the Internet.

Telecommunications and Telephone Services

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USU's Telecommunications and Telephone Services is a "cost recovery" organization, tasked with the provision of all telephone and network-related services needed for the University to fulfill its mission. As telecommunication services are required by University entities, this office evaluates, procures, provides, and bills to the end-user organization the suitable technology solutions. Services provided include long-distance calling services, voice mail, teleconferencing, off-campus video networking, service/price negotiation with providers, accounts payable and receivable, operator services, calling cards, cellular telephone services, pagers, maintenance and support, help desk and training, etc. Individuals who reside on campus in USU Housing receive their telephone service from USU Telecommunications and Telephone Services and may elect to obtain long-distance calling access from this office. These services are provided to Utah State University by 16 staff members and 8 part-time student telephone operators. University long-distance services are provided through AT&T.

Technical Support Services

Director: Jonathan B. Kadis, Merrill Library Basement, (435) 797-3134, jon.kadis@usu.edu

Office Coordinator: Dave Clark, Merrill Library Basement, (435) 797-2655, dave.clark@usu.edu

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Chief Engineer, Technical Operations: Rick D. Hughes, Multimedia and Distance Learning Services 111, (435) 797-2706, rick.hughes@usu.edu

Supervisor, Media Production: D. Shane Thomas, Merrill Library 399, (435) 797-0525, shane.thomas@usu.edu

Technical Support Services (TSS) is a support division in the Office of Information Technology Services. TSS supports Utah State University through three major enterprises: Classroom Technical Services, University Media Production, and Systems Engineering.

Classroom Technical Services (CTS) provides leadership and oversight for the design, development, integration, and ongoing maintenance of the University's classrooms. This also includes the procurement and lending of audiovisual resources to faculty and staff.

University Media Production (UMP) and its award-winning professional staff use cutting-edge technology to support academic and nonacademic multimedia productions. UMP assists in taking media projects from conception to completion. UMP is a full-service postproduction house with nonlinear editing, DVD authoring, and video web streaming capabilities.

Systems Engineering provides technical and operational support for all USU-based delivery technologies, including EDNET (terrestrial, two-way audio/video); analog and digital satellite uplinks and downlinks; dedicated T1 networks; video conferencing; the USU/UEN Digital Satellite System; and operational support for the Distance Learning Network and the Public Education Video Network.