

Information Technology Services

DIVISION of ADMINISTRATIVE SERVICES



Mission Statement:

Information Technology Services (ITS) is dedicated to providing a broad range of technology-based planning, resources and services to the students, faculty and staff of California State University, Fresno.

Vision Statement:

ITS will be a leader in providing effective technology and quality services and support that are integrated into the daily activities of the university community, advance teaching and learning, enhance productivity and safeguard information.

The Information Technology Services Department Services:

Desktop Support/Professional Services provides desk-side support to end-users and the support work related to desktops and laptops. Desktop Support/Professional Services work with IT Liaisons to deliver desktop support to the Colleges, Schools and Divisions.

IT Liaisons is the on-site presence to provide a response to service requests within a College, School or Division for those matters where the Help Desk cannot directly provide support.

Service and Project Management Group works to instill and facilitate the service and project delivery best practices within ITS to more effectively realize project outcomes and service expectations.

Information Security keeps Fresno State's data, networks, communications systems, computers, and other information technology resources safe and secure from known and predictable threats in a university environment that promotes ease of access and use.

Service Desk staffs our campus Help Desk, delivers call routing and dispatch services for technology-related support calls and provides operational support for our service management practice. The Help Desk provides first level telephone, online, and email support for the entire campus community.

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The Information Technology Services Department Services (Continued):

Network Engineering, Field Operations, Classroom and Video Services and Telecommunications Billing:

- **Networking** manages and maintains the hardware, monitoring tools and operating systems that make up the campus wired and wireless network.
- **Field Operations** provides multiple voice communications services to the campus which includes maintaining the outside copper and fiber plant, programming, enhancing, and maintaining a new voice over IP (VoIP) phone system along with providing standard voicemail and call center services, and, Installing and upgrading the intra-building communications cabling.
- **Classroom Technology & Video Conferencing (CTV)** provides design and installation, training, and on-going support of instructional technology in the classroom.
- **Telecommunications Billing**

Systems, Storage and Infrastructure Applications is responsible for the server environment supporting central campus services including calendaring, email, web-servers, network infrastructure services, and the campus portal. In addition to supporting the server environment, the Systems staff is directly responsible for supporting the services provided to the campus for calendaring, email, and web-servers and they are also tasked with supporting aspects of the network infrastructure services including DNS and DHCP. This group also provides support for departmental servers used by a variety of academic and administrative units on campus.

More information regarding Information Technology Services may be viewed at the following link:

<http://www.csufresno.edu/its/about/groups.shtml>