

Information & Technology Services

By the Numbers

- 1,350: computers in inventory
- 140: Servers
- 2 Million: Malware/Intrusion events blocked last week
- 6,000+: Devices connected to Wi-Fi daily
- 3: Average number of devices per user: 3
- 3,508: Number of Canvas Courses
- 99.99% Uptime for campus IT services



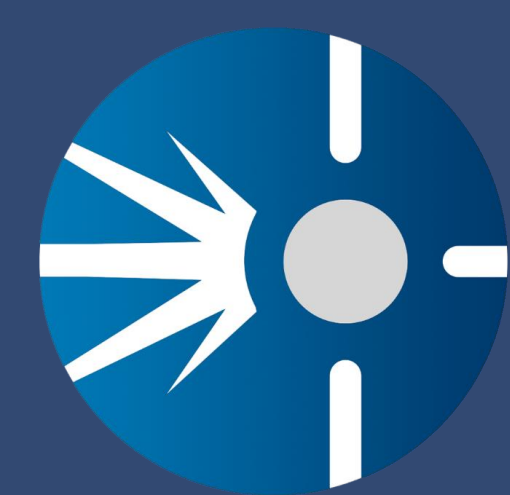
Enhanced
Email



Free Microsoft
Office for Home

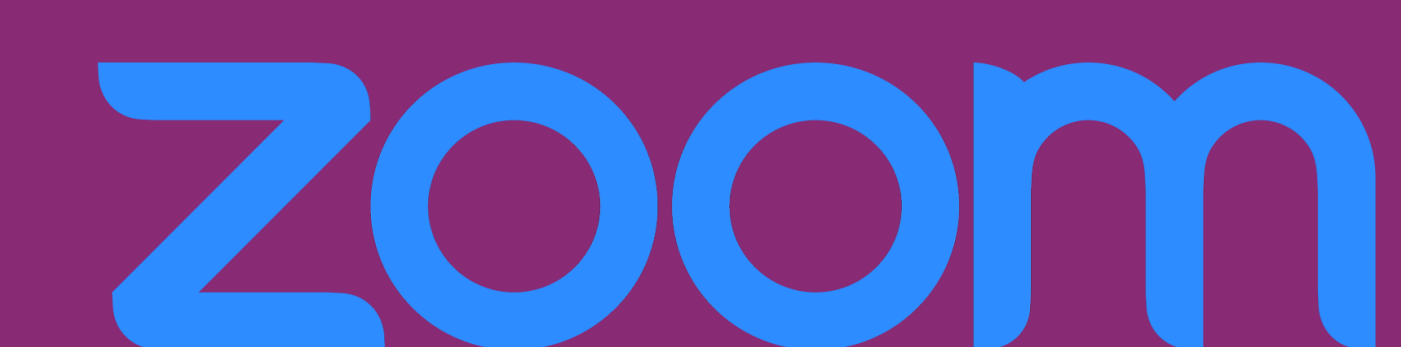


Video Streaming
for Classes (ilos)



Next Generation Virus
Protection: Cisco AMP

ASK US
ABOUT...



Videoconference
Anywhere



Account Security:
Phishing Protection



Help Yourself:
ITS Knowledgebase



Professional
Development

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Mission

The mission of the ITS department is to provide a wide array of educational and administrative technologies and support services that enable members of the campus community to perform their functions efficiently and effectively.

Functions

- Provide a reliable and solid foundation for all Information technology systems. Bring new innovative systems online and make them work reliably while keeping existing systems stable and functional.
- Plan, develop, implement, integrate and maintain information management systems that support the functions of the college

Summer 2018 Successes

Audiovisual Upgrades

- Enhanced digital and high definition technology in all classrooms and conference rooms, including video conferencing capabilities.

Software Upgrades

- Office 365 for E-mail – more storage!
- Cisco AMP for Endpoints anti-virus

Infrastructure Upgrades

- Phone service migration to SIP (digital)
- Upgrade to network switches in High Library, Musser, Wenger, & Brown Building
- Myer renovations: New data/cable jacks and video gaming room (coming soon)
- New Windows 2016 file servers
- DNS migration
- Extend network to Featherton Crossing apartments

ITS Team

Network Systems

- **Steve Rutter**
*Director, Network Systems
Interim Executive Director*
- **Brandon Hinderer**
Associate Network Systems Administrator
- **Randall Kreider**
Senior Systems Administrator

Database Support

- **Steve Wayde**
Director, Database Support
- **Eric Heberlig**
Database Support Specialist
- **Chris Meck**
Web/Database Programmer
- **Jill Petronio**
Assistant Director of Database Support

Client Services

- **Brian Helm**
*Director, Client Services
Interim Assistant Executive Director*
 - **Theresa Carey**
Client Support Specialist
 - **Karen Eatherton**
Student Help Desk Support
 - **Annie Foster**
Classroom AV Technician
 - **Denise Shaibly**
Administrative Assistant
 - **Jeff Vasisko**
Hardware Client Support Specialist
- ### Instructional Technology
- **Linda Macaulay**
Instructional Technologist