

President: Dr. Larry Minks, Interim

Interim Executive Director for Information Technology (CIO): Dan Moore

Technology Planning

<b>Administrative Computing</b> <b>Dan Moore: Director</b>	<b>Telecommunications</b> <b>Wayne Williamson: Director</b>	<b>Distance Learning</b> <b>Wayne Williamson: Director</b>	<b>Help Desk</b> <b>Shawn Ridenour: Director</b>	<b>Web Services</b>
<ul style="list-style-type: none"> <li>• Student Registration               <ul style="list-style-type: none"> <li>○ AHEC</li> <li>○ McCurtain County</li> </ul> </li> <li>• Student Financial Aid</li> <li>• Student Billing and Receivables               <ul style="list-style-type: none"> <li>○ AHEC</li> <li>○ McCurtain County</li> </ul> </li> <li>• Enrollment Management</li> <li>• Fiscal System</li> <li>• Distributed Purch Sys</li> <li>• Personnel</li> <li>• Payroll</li> <li>• Student Email System</li> <li>• CampusAccess Intranet</li> <li>• CampusConnect Online Enrollment</li> <li>• Student and Staff ID sys</li> <li>• Campus Name Server/</li> <li>• Administrative Firewall</li> <li>• Continuing Educ Reg Sys</li> <li>• Campus Police Tickets</li> <li>• Database</li> <li>• Teacher Educ Info Sys</li> <li>• Long Distance Access</li> <li>• Code Database</li> </ul>	<ul style="list-style-type: none"> <li>• Install phones/modems/faxes/credit card reader</li> <li>• Maintain Phone System               <ul style="list-style-type: none"> <li>○ Printed Circuit Assemblies</li> <li>○ Batteries &amp; backup UPS</li> <li>○ Annual service agreements</li> <li>○ Preventive maintenance</li> <li>○ Service repairs by providers</li> </ul> </li> <li>• Coordinates all Long Distance Plans               <ul style="list-style-type: none"> <li>○ AT&amp;T, SWB &amp; MCI</li> <li>○ ACUS</li> </ul> </li> <li>• Operator Service               <ul style="list-style-type: none"> <li>○ Supervise operators</li> <li>○ Answer calls</li> <li>○ Maintain Telephone Directory</li> <li>○ 24 hour Automated Attendant</li> <li>○ Web Page Directory</li> </ul> </li> <li>• Operates Vendor payment center               <ul style="list-style-type: none"> <li>○ Create Pos for service</li> <li>○ Maintain record of Telecom</li> <li>○ Accurate service invoices</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Maintain classroom activities               <ul style="list-style-type: none"> <li>○ Open and set-up classrooms</li> <li>○ Test and maintain equipment</li> <li>○ Connect to remote location</li> <li>○ Perform diagnostics of local and remote</li> <li>○ Hand out materials and proctor tests</li> </ul> </li> <li>• Repair and replace equipment               <ul style="list-style-type: none"> <li>○ Test and trouble shoot daily problems</li> <li>○ Acquire assistance from service providers</li> <li>○ Replace and repair equipment</li> </ul> </li> <li>• Maintain service agreements               <ul style="list-style-type: none"> <li>○ Organize maintenance agreements</li> <li>○ Maintain warranty agreements</li> </ul> </li> <li>• Schedule Classes &amp; special functions</li> <li>• IETV Project Research               <ul style="list-style-type: none"> <li>○ Maintain current technologies</li> <li>○ Prepare campus for future technologies</li> <li>○ Coordinate with departments affected by implementing new technologies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• End user support</li> <li>• Installations/re-allocations</li> <li>• Online Help Desk system</li> <li>• Inventory control</li> <li>• Documentation</li> <li>• Project Management</li> <li>• Advice and price quotes</li> <li>• Computer labs</li> <li>• Purchase computers</li> <li>• Identify resource needs</li> <li>• Identify level of support for resources</li> <li>• Quality of Service</li> <li>• Budgets</li> <li>• Student workers</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Web-based applications</li> <li>• Online applications</li> <li>• Interface applications to               <ul style="list-style-type: none"> <li>○ Spreadsheets</li> <li>○ Databases</li> </ul> </li> <li>• Database driven applications</li> <li>• User Interface design</li> <li>• Accessibility applications</li> <li>• Multimedia applications</li> <li>• Bandwidth issues</li> <li>• Continuum of delivery issues</li> <li>• Campus integration</li> <li>• Initiation of digital library</li> <li>• Collaborative Software development</li> <li>• Hybrid systems</li> <li>• Web server administration</li> <li>• Collaborative e-commerce development</li> <li>• Standards coordinator</li> <li>• Documentation</li> <li>• Develop tools for online course development</li> <li>• Desktop data conferencing</li> </ul>
<p><b>Video Services</b> <b>Wayne Williamson: Director</b></p>			<p><b>Network Operations</b> <b>Austin Harman: Director</b></p>	<ul style="list-style-type: none"> <li>• Web Developer: Cody Wood               <ul style="list-style-type: none"> <li>○ Web server administration</li> <li>○ Assist staff with web pages</li> <li>○ Graphic design</li> <li>○ Staff training</li> <li>○ Documentation</li> <li>○ Creating content</li> <li>○ Adapting content for web</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Video Campus functions               <ul style="list-style-type: none"> <li>○ Classes</li> <li>○ special functions</li> <li>○ Commencement</li> <li>○ Athletic functions</li> <li>○ Set-up special events</li> </ul> </li> <li>• Photograph Campus               <ul style="list-style-type: none"> <li>○ The campus community</li> <li>○ Archive photos</li> </ul> </li> <li>• Maintain Video Archive               <ul style="list-style-type: none"> <li>○ Edit film</li> <li>○ Convert digital to VHS</li> </ul> </li> <li>• Archive all video</li> </ul>	<ul style="list-style-type: none"> <li>• Install, repair, &amp; maintain data network hardware &amp; cabling plant</li> <li>• Maintains Voice Messaging System</li> <li>• Manages Cellular Service               <ul style="list-style-type: none"> <li>○ Requests new service</li> <li>○ Terminates service</li> <li>○ Repair/maintain equip</li> </ul> </li> <li>• Manage Pager Service               <ul style="list-style-type: none"> <li>○ Request new service</li> <li>○ Terminate service</li> <li>○ Repair and maintain equip</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Server Management               <ul style="list-style-type: none"> <li>○ Faculty/staff email</li> <li>○ Library - Sirsi's Unicorn</li> <li>○ Web servers</li> <li>○ Firewalls</li> <li>○ File and print</li> <li>○ Collaboration</li> <li>○ Learning Center</li> </ul> </li> <li>• Assist staff</li> <li>• Infrastructure</li> <li>• New technologies</li> <li>• Security</li> <li>• Documentation</li> <li>• Inventory control</li> <li>• Project Management</li> <li>• Quality of Service</li> </ul>	