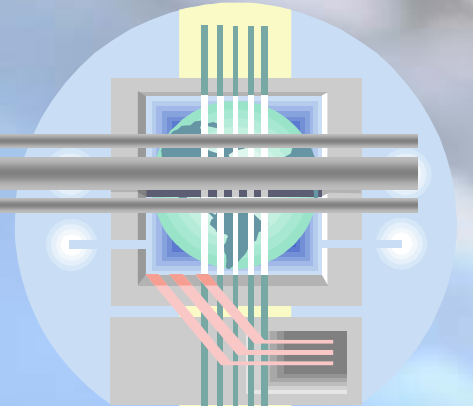


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# INFORMATION TECHNOLOGY



**MVCC**

*Welcome  
New  
Employees*



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# Mission Statement

**Coordinates the acquisition, integration, and application of digital, multimedia, and emerging technologies, and provides support services and training to all academic and administrative users. Through a collaborative approach, the Division of Information Technology seeks efficient and cost effective strategies that support and enhance teaching and learning, scholarly research and publications, and community outreach, furthering the mission and business of the college.**

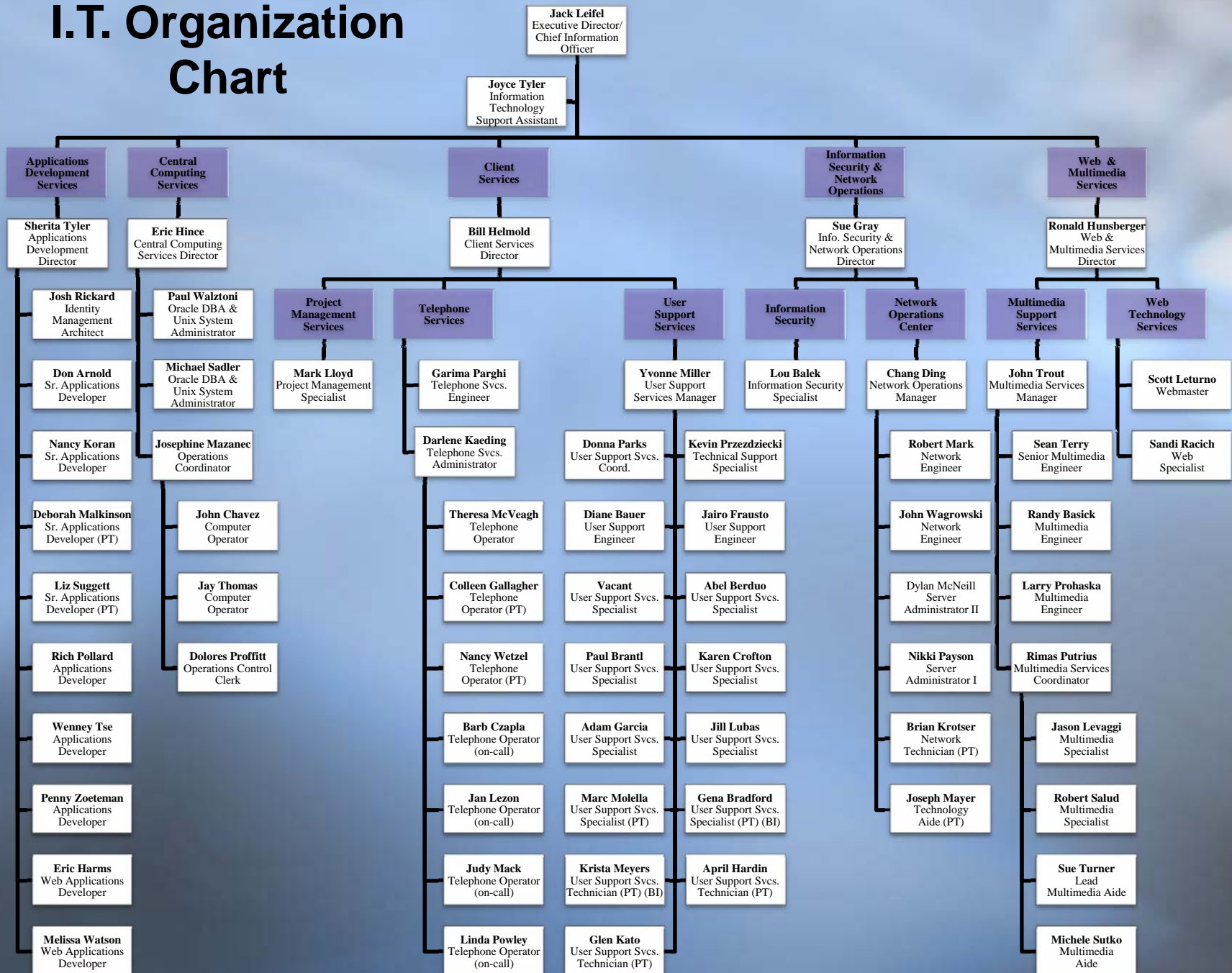


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## **The Division strives to:**

- 1. Maintain, expand, and enhance the technology infrastructure of the college and its satellite sites.**
- 2. Meet current and future needs of the college community.**
- 3. Provide effective management of information technology resources.**
- 4. In collaboration with the CTL, provide training and support services.**
- 5. Provide universal access to information sources.**
- 6. Review & update the technology plan for the college on a quarterly basis**

# I.T. Organization Chart



# INFORMATION TECHNOLOGY

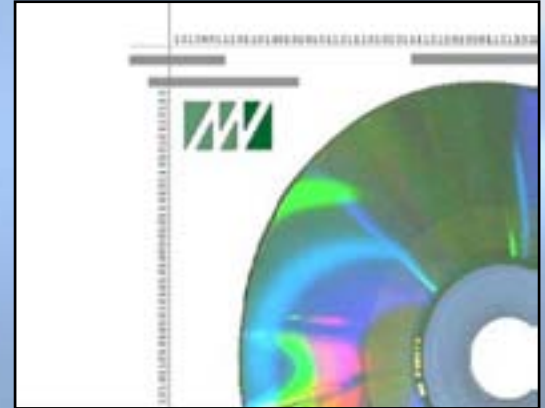
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## INFORMATION TECHNOLOGY

**EXECUTIVE  
ADMINISTRATION**

**Jack Leifel**  
Executive Director  
Chief Information Officer

**Joyce Tyler**  
Information Technology  
Support Assistant



**INFORMATION  
TECHNOLOGY**

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# CENTRAL COMPUTING SERVICES



**CENTRAL  
COMPUTING  
SERVICES**

**Eric Hince**  
Central Computing  
Services Director

**Paul Walztoni**  
Oracle DBA & Unix  
System Administrator

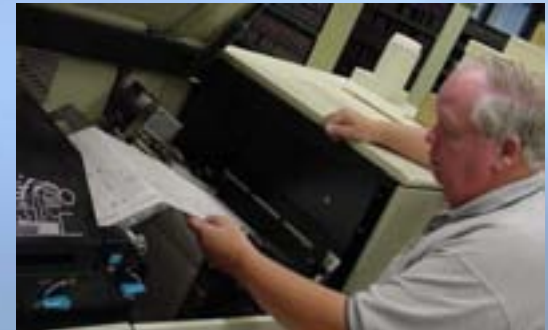
**Michael Sadler**  
Oracle DBA & Unix  
System Administrator

**Josephine Mazanec**  
Operations  
Coordinator

**John Chavez**  
Computer  
Operator

**Jay Thomas**  
Computer  
Operator

**Dolores Proffitt**  
Operations  
Control Clerk





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# CENTRAL COMPUTING SERVICES

## *What We Can Do For You*

- ◆ **Central Computing Operations**
  - Test scoring
  - Class rosters
  - Processing of college checks including payroll and AP
  - Produce college generated reports
  
- ◆ **System and Database Administration**
  - Maintain and administer college business system servers and infrastructure
  - Maintain and administer college database



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## **CENTRAL COMPUTING SERVICES**

### ***Major Initiatives***

- ◆ **Infrastructure configuration and installation of Datatel System**
- ◆ **Maintenance and operation of existing Business Systems**





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# CENTRAL COMPUTING SERVICES

*How To Contact Us*

Contact Operations Staff at

**X5764**

for all services





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# APPLICATIONS DEVELOPMENT

## *What We Can Do For You*

- ◆ **Design, develop and maintain computer programs in each of the following areas:**
  - Student records
  - Finance, Payroll, Financial Aid, and Human Resources
  - College Bookstore
  - Degree audit
  - Class schedules and curriculum development
  - Online applications
- ◆ **Add interactive functionalities**
  - Enhancing appearance of MVCC Web site
  - Online Web student registration
  - Develop and maintain Web content and management tools
- ◆ **Provide reports for:**
  - Miscellaneous MVCC departments
  - State and Federal government agencies

# APPLICATIONS DEVELOPMENT

## Major Initiatives



- ◆ **Implement Datatel Colleague, WebAdvisor and Active Campus Portal**
  - Work with departments across campus to implement the new student, financial aid, finance, human resource and payroll system
  - Build interfaces from the new system to Blackboard, Nebraska Bookstore and other existing Moraine Valley applications
- ◆ **Maintain Administrative Applications**
  - SRS - Student Records System
  - ProBooks – Financial Records, Human Resource and Payroll System
  - ProSAM – Financial Aid System
  - DARS – Degree Audit
  - Blackboard Interface with SRS
  - Web Registration
  - Web Applications (Budget Application, Infostore, Online-Searchable Schedule, Training Manager)
  - Windows Applications
- ◆ **Design, develop and maintain reports for:**
  - Miscellaneous MVCC departments
  - State and Federal government agencies





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## APPLICATIONS DEVELOPMENT

### *How To Contact Us*

Call Sherita Tyler

**X5798**

To request a screen, program or report change  
use the Moraine valley Intranet website:

[http://intranet.morainevalley.edu/CampusForms/Information\\_Technology/Program\\_Request.htm](http://intranet.morainevalley.edu/CampusForms/Information_Technology/Program_Request.htm)

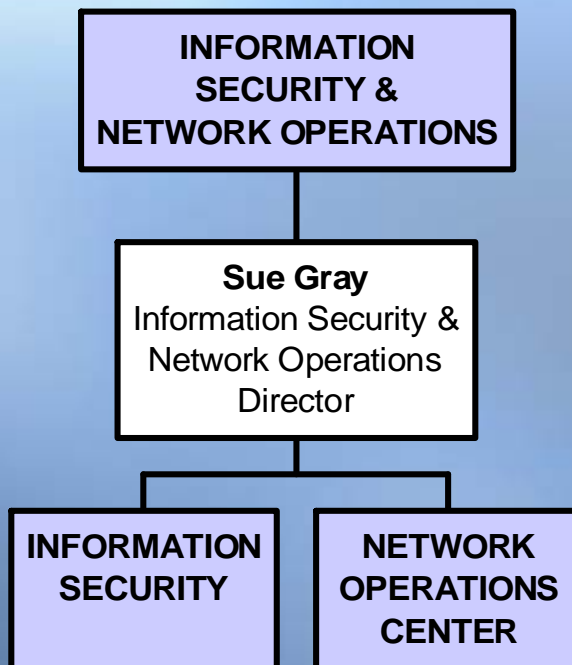
**INFORMATION  
TECHNOLOGY**

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# INFORMATION SECURITY & NETWORK OPERATIONS

```
int main(int argc, char** argv)
{
    char cryptoKey[100];
    char err[MAX], buf[100];
    char *ptr;
    char buf[MAX];

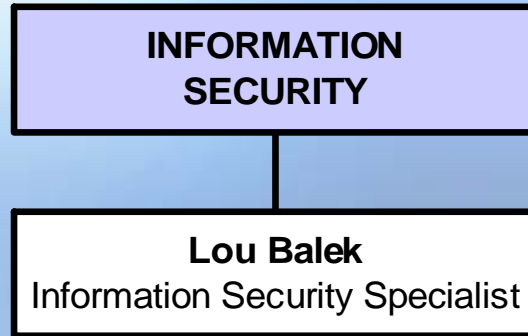
    int context, pass[10];
    md5_context md5_ctx;
    long int filesize, fileoff;
    int i, n, hex[16];
    int option_end;
    int r=0;
}
```



**INFORMATION  
TECHNOLOGY**

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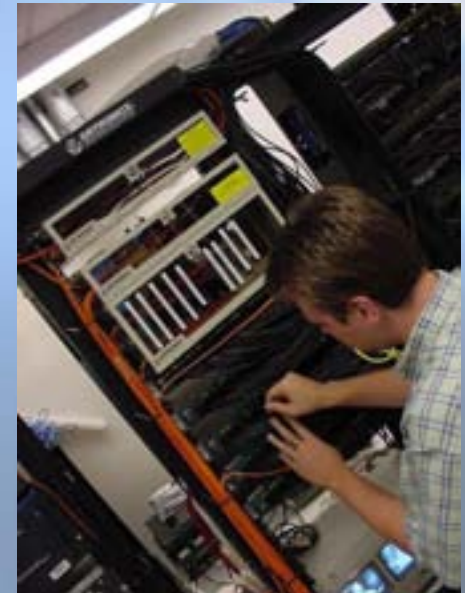
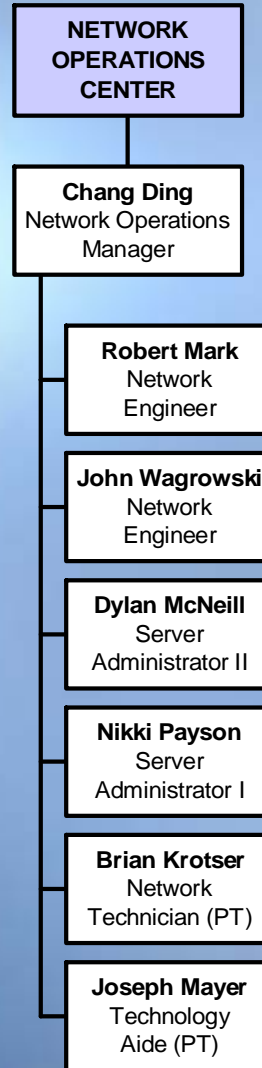
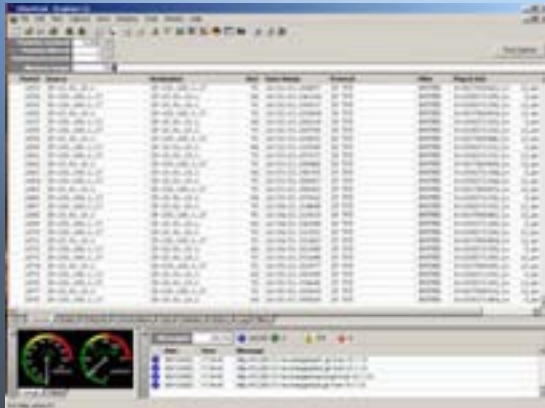
# INFORMATION SECURITY



# INFORMATION TECHNOLOGY

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## NETWORK OPERATIONS







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# NETWORK OPERATIONS

## *What We Can Do For You*

- ◆ **Maintain computer network connectivity & Enterprise services**  
**(Internet and Intranet)**
  - File servers/Virtual File Servers
  - File sharing & Data storage
  - Internet Protocol Television (IPTV)
  - E-mail System (Microsoft Exchange)
  - Wireless Networking
  
- ◆ **Design, build, and implement new network infrastructure**
  - Computer Labs
  - Staff and Faculty offices
  - Student lounge areas



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# NETWORK OPERATIONS

## *Major Initiatives*

- ◆ **Maintain wireless network on campus**
- ◆ **Maintain Email Systems/Virtual Server Environment**
- ◆ **Backup of user data and files**
- ◆ **Enterprise wide storage solutions**
- ◆ **Develop remote access technologies**
- ◆ **Actively monitor campus network systems**
- ◆ **Maintain a student centered environment**
- ◆ **Maintain backups & recovery of data**
- ◆ **Research and planning for technological initiatives**
- ◆ **Provide technical consultation for referendum campus expansion teams**



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## INFORMATION SECURITY MANAGEMENT

### *What We Can Do For You*

- ◆ **Ensure a safe computing environment**
  - Monitor network traffic to detect intruders (hackers)
  - Ensure integrity of information by virus scan and anti-spyware, intrusion prevention, bandwidth management.
  - Provide up-to-date notification of critical security patches and latest virus information
- ◆ **Collaborate with your department to create a comprehensive disaster recovery plan**
- ◆ **Perform on-site audits to enforce compliance with security policies and best practices**



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## **INFORMATION SECURITY MANAGEMENT**

### ***Major Initiatives***

- ◆ **Protect against security threats, legal liability, network abuse, and loss of productivity**
- ◆ **Provide security awareness training and compliance guidelines**
- ◆ **Implement campus wide information security plan**
- ◆ **Business Continuity Planning**



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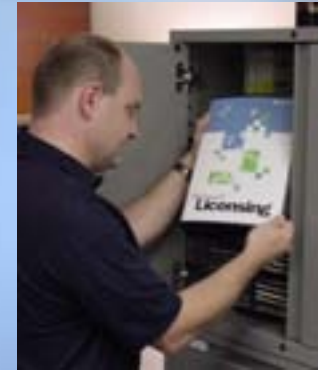
**INFORMATION SECURITY MANAGEMENT /  
Network Operations**

***How To Contact Us***

**Call Sue Gray**

**X5438**

# CLIENT SERVICES



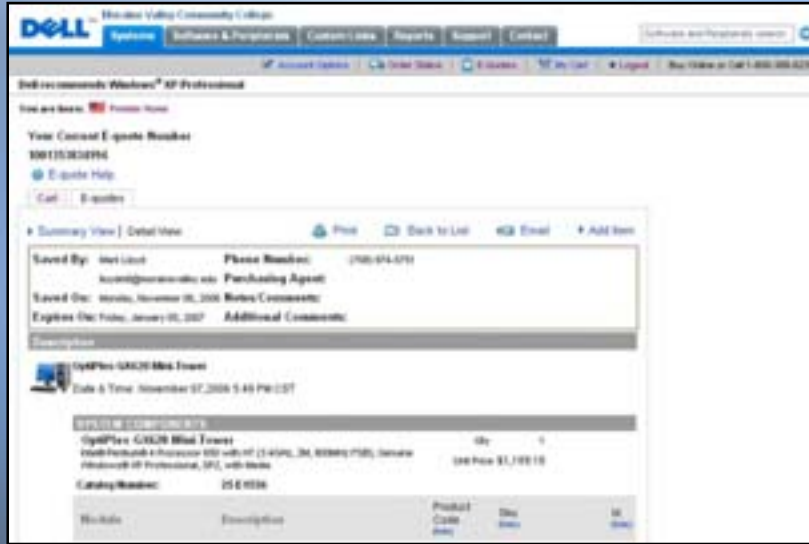
**Bill Helmold**  
Client Services Director



**INFORMATION  
TECHNOLOGY**

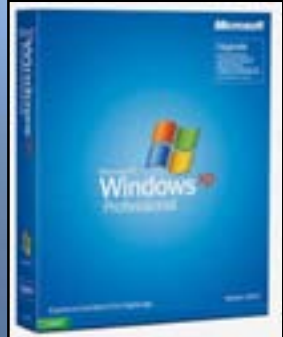
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# PROJECT MANAGEMENT SERVICES



**PROJECT  
MANAGEMENT  
SERVICES**

**Mark Lloyd**  
Project Management  
Specialist





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# PROJECT MANAGEMENT SERVICES

## *What We Can Do For You*

- ◆ **Technology planning, purchases and resource allocation**
- ◆ **Software licenses and hardware maintenance contracts**
- ◆ **Special Projects and Events**
- ◆ **Public Relations**
- ◆ **Technology training**





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# PROJECT MANAGEMENT SERVICES

## *Major Initiatives*

- ◆ **Licensing audits**
- ◆ **PC purchasing consolidation**
- ◆ **Provide technical consultation for referendum expansion teams**

**INFORMATION  
TECHNOLOGY**

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# **PROJECT MANAGEMENT SERVICES**

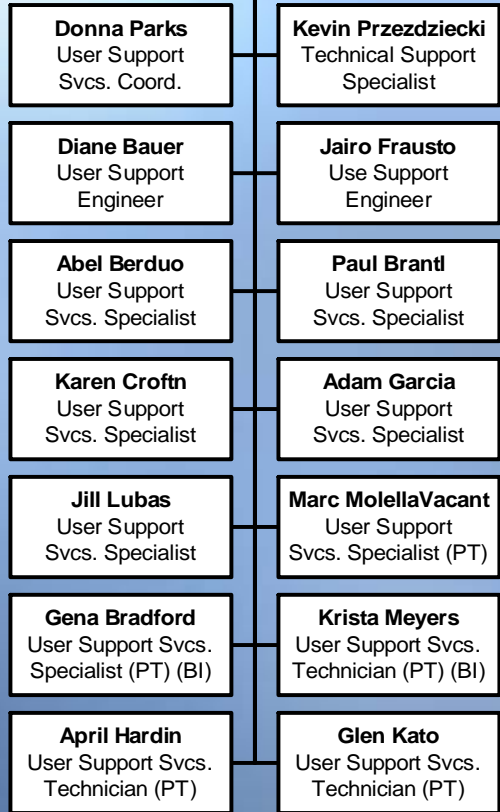
***How To Contact Us***

**Call Mark Lloyd  
X5751**

# USER SUPPORT SERVICES

**USER SUPPORT SERVICES**

**Yvonne Miller**  
User Support Services  
Manager





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## **USER SUPPORT SERVICES**

### ***What We Can Do For You***

- ◆ **Computer related support issues**
  - PC / Mac hardware / software installations, maintenance, upgrades, and repairs
  - E-mail accounts and maintenance
  - Printer installations, maintenance, upgrades, and repairs
  
- ◆ **Provide HELP Center tech support**
  - Campus academic computer labs
  - Staff and faculty offices
  - Student lounge areas
  - Multimedia Podium computers and other campus classrooms



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## **USER SUPPORT SERVICES**

### ***Major Initiatives***

- ◆ **Design, build, and maintain proposed PC labs on MVCC campus and remote sites**
- ◆ **Assist with network operations systems**
- ◆ **Computer cascades**
- ◆ **Provide technical consultation for referendum expansion teams**



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# USER SUPPORT SERVICES

## How To Contact Us

### **User Support Services: Walk-Up, T941**

Hours of operation: M-F 7:00am – 10:00pm, Sat 8:00am – 4:00pm.

(Note: Summer ~ Fridays are 8am - 12pm).

### **User Support Services : Call-In**

*Off campus: 708-608-4357, On campus just dial "help" (4357)*

Support is available: M-F 7:00am – 10:00pm, Sat 8:00am – 4:00pm, Sun 12:00pm – 4:00pm

(Note: Summer ~ Fridays are 8am - 12pm).

*\*To report a critical outage after hours please call-in and select option "1" to speak to our after-hours answering service.*

### **Student Support Services :**

*Off campus: 708-608-4357, On campus stop by T941*

Support is available: M-F 7:00am – 10:00pm, Sat 8:00am – 4:00pm, Sun 12:00pm – 4:00pm

(Note: Summer ~ Fridays are 8am - 12pm).

Blackboard and e-mail support call (708) 608-4355 or fill out Blackboard Support form (white circle with a question mark) in the banner at the top of the Blackboard site.

<http://intranet.morainevalley.edu>

[helpdesk@morainevalley.edu](mailto:helpdesk@morainevalley.edu)

INFORMATION  
TECHNOLOGY

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# TELEPHONE SERVICES

## TELEPHONE SERVICES

**Darlene Kaeding**  
Telephone Svcs.  
Administrator

**Garima Parghi**  
Telephone  
Services Engineer

**Theresa McVeagh**  
Telephone  
Operator

**Colleen Gallagher**  
Telephone  
Operator (PT)

**Nancy Wetzel**  
Telephone  
Operator (PT)

**Jan Lezon**  
Telephone  
Operator (on-call)

**Judy Mack**  
Telephone  
Operator (on-call)

**Linda Powley**  
Telephone  
Operator (on-call)





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## TELEPHONE SERVICES

### *What We Can Do For You*

- ◆ Telephone add / move / change services
- ◆ Cell phone, pager, and pay phone services
- ◆ Telephone billing services
- ◆ Operator services
- ◆ Telephone Training



**INFORMATION  
TECHNOLOGY**

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## **TELEPHONE SERVICES**



### ***Major Initiatives***

- ◆ **Maintain all Telephones on campus, Unified Messaging, Conference Services and Fax Server and more.**
- ◆ **Analog lines consolidation**
- ◆ **Provide technical consultation for referendum campus expansion teams**



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## TELEPHONE SERVICES

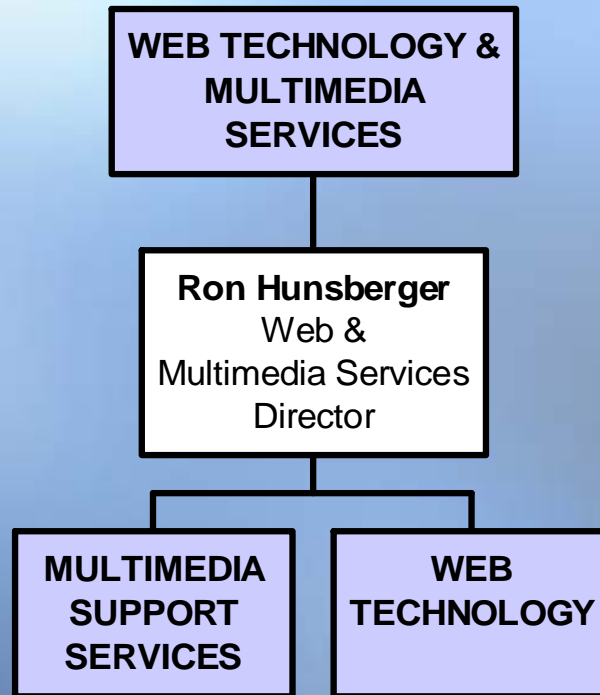
*How To Contact Us*

Call Darlene Kaeding  
**X5739**

**INFORMATION  
TECHNOLOGY**

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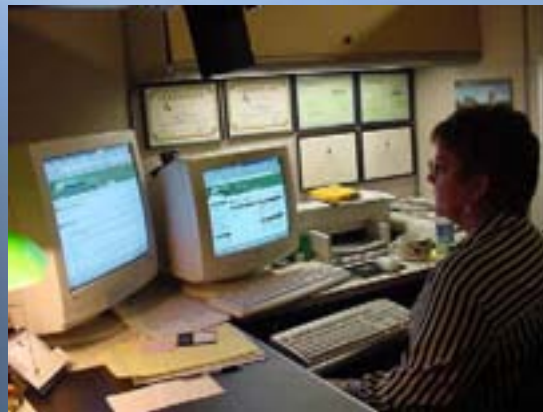
# WEB TECHNOLOGY & MULTIMEDIA SERVICES



# INFORMATION TECHNOLOGY

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## WEB TECHNOLOGY



**WEB  
TECHNOLOGY  
SERVICES**

**Scott Leturno**  
Webmaster

**Sandi Racich**  
Web  
Specialist



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# WEB TECHNOLOGY

## *What We Can Do For You*

- ◆ **Web – based applications**
- ◆ **Web servers**
- ◆ **Blackboard**
- ◆ **Technology training**

*All in collaboration with:*

**Marketing & Creative Services**  
**C**enter for **T**eaching & **L**earning



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## WEB TECHNOLOGY

### *Major Initiatives*

- ◆ **Maintain online learning management tools for faculty in Blackboard**
- ◆ **Establish compatibility between new learning management system and new Business System**
- ◆ **Provide portal for student centered learning**
- ◆ **Migrate Intranet Content Into Employee Portal**
- ◆ **Provide technical consultation for referendum campus expansion teams**



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## WEB TECHNOLOGY

### *How To Contact Us*

Telephone support for students, faculty, and staff:

On campus user support **X4355**

Off campus user support **708-608-4355**

Online forms:

<http://online.morainevalley.edu/help.htm>

Director, Web and Multimedia Services

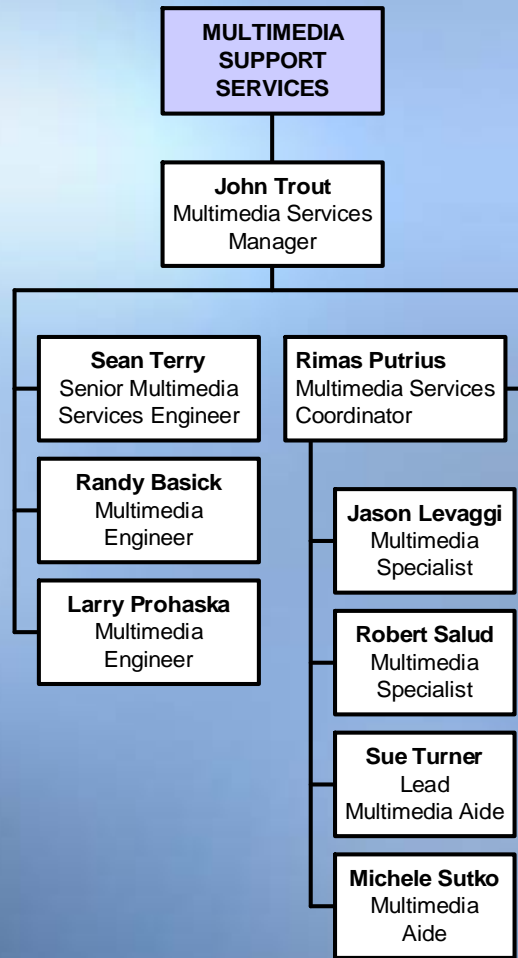
**Ron Hunsberger**

**X5411**

# INFORMATION TECHNOLOGY

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## MULTIMEDIA SERVICES







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## MULTIMEDIA SERVICES

### *What We Can Do For You*

- ◆ **Central media distribution services**
  - Internet Protocol Television (IPTV)
  - Video Conferences
  - Webcast Conferences
  - Satellite Teleconferences (live or taped)
  
- ◆ **Multimedia equipment distribution and services**
  - Mobile AV equipment delivery and set-up
  - Multimedia installations and upgrades
  - Recommend, specify and cost out equipment purchases
  
- ◆ **Special events staging and production**
  - Planning, recommendations and cost estimates
  - Provide event technician assistance
  
- ◆ **Technical training (In collaboration with CTL)**
  - Equipment use (Mobile AV Equipment, etc)

**\*NOTE: Multimedia Podium Training Coordinated Through the CTL (call x 5347)**



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## MULTIMEDIA SERVICES

### *Major Initiatives*

- ◆ R & D new and emerging multimedia systems
- ◆ Design, upgrade and install new systems for campus classroom buildings
- ◆ Design, build, and maintain Smart Classrooms for main campus and remote sites
- ◆ Provide technical consultation for referendum campus expansion teams



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## MULTIMEDIA SERVICES

### *How To Contact Us*

Call the Multimedia Services Office

**X5429**

Online forms:

<http://www.morainevalley.edu>

Click on these links

Resources

Faculty / Staff

Multimedia Service Request Form

# INFORMATION TECHNOLOGY

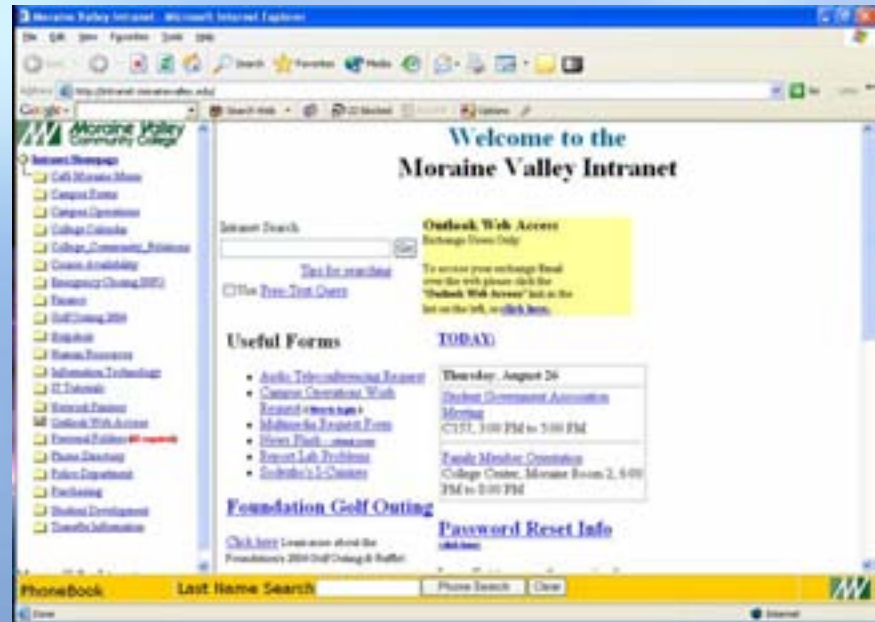
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## INFORMATION TECHNOLOGY

### *More Information*

Many different college resources are available to you on our intranet site!

Check it out!



<http://intranet.morainevalley.edu>

**INFORMATION  
TECHNOLOGY**

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***Thank You  
and  
Welcome!***

