

PRAIRIE VIEW A&M UNIVERSITY

ACADEMIC AFFAIRS

# Academic Affairs and Technology

Information Technology  
Services

Rodney Moore – CIO





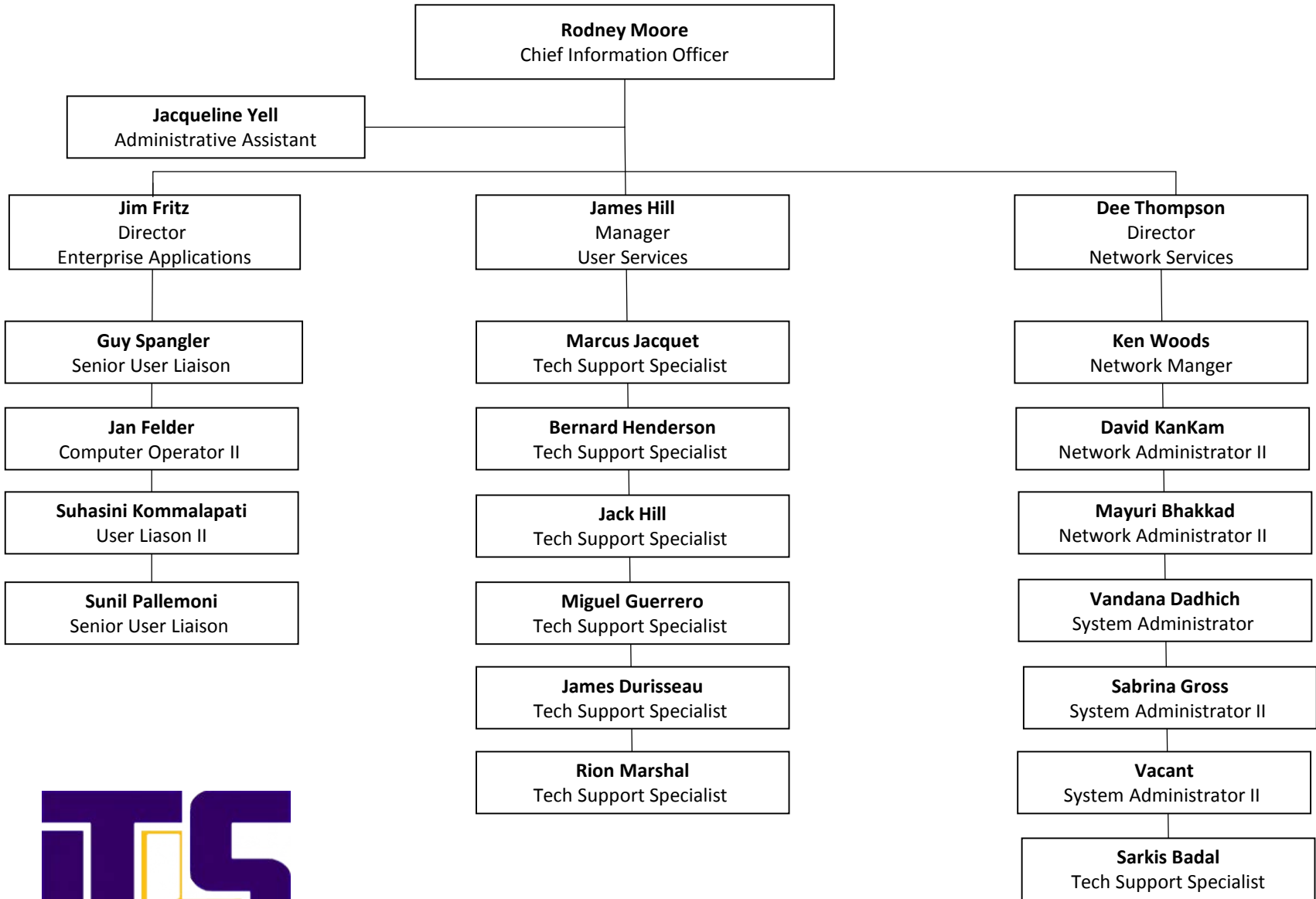
## Mission

Information Technology Services (ITS) will set the standard for impeccable customer service by managing, maintaining and operating information technology equipment and systems dedicated to assisting the University to achieve its first class status in teaching research and service through efficient and effective delivery of network and administrative computing in compliance with applicable laws, policies, rules and regulations.

**Location:** S.R. Collins Bldg.  
Suite 126

**Hours:** Monday – Friday  
8:00 am – 5:00 pm

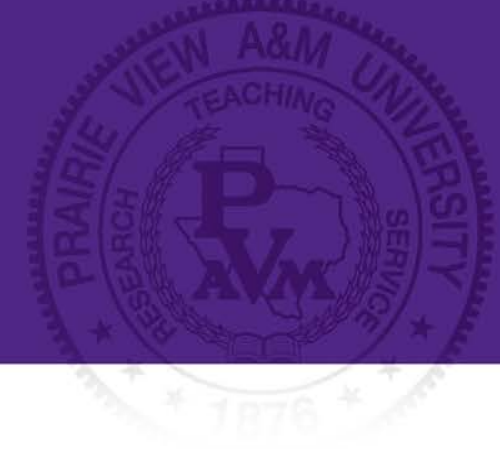
Contact: (936) 261-9300  
Helpdesk: (936) 261-2525  
(877) 873-4357





## PVAMU ITS Services

- **Accounts** PantherNetID, Password Management Tool, Guest Accounts
- **Application Administration and Support** Banner, PV Place portal , Panthertracks, Banner Document Management, ODS Data Warehouse, UC4 Automation, Banner Workflow, Axiom Data/Web Integration, Forms Fusion, Ellucian Pilot, Degree Works
- **Banner Data Interfaces** Accudemia, CBORD, Grades First, Higher One, Moodle, National Student Loan Clearinghouse, TouchNet, T2 Parking, Voyager Library, EDI transcript exchange
- **Computer Labs** Locations, hours policies and print quotas information
- **Computer Service Center** Assistance with Clean Access and PVMobile network connection, location, hour
- **Online Exchange Email** Online email access for faculty and staff
- **Guest Accounts** Guest accounts for non-PVAMU users
- **ITS Maintenance Schedule** Schedule of ITS maintenance
- **P2P Program** Relevant laws and policies that govern the use of Peer 2 Peer technology



### PVAMU ITS Services (Continued)

- **Password Management Tool** Reset, change and unlock your PantherNetID password
- **Phone Services** Cisco Phone sets, instructions, rates, and polices
- **PVAMU Mobile Net** Register mobile devices on the PV Mobile Network
- **PVPlace** PVAMU portal access
- **Security** Network and Application Support
- **Shared Drives** Department and Committee Shared Drives, Myfiles, a convenient, university – wide web based file sharing solution
- **SNOW (Helpdesk)** Submit an online ticket to the helpdesk
- **Software Store** Purchase discounted software for personal use
- **Technology Recommendations** PC and Apple Standard Specifications for university purchases
- **Training Opportunities** Computer based training, Quick references, Training Library
- **WebEx Enterprise** Cisco's online, cloud based conferencing service
- **Wireless Network Access** Access PVAMU wireless, Clean Access Instructions, Antivirus



### PVAMU ITS Services (Continued)

- **Backup Services**
- **Data Center Services**

Provide backup services for departmental server

Physical space within the Data Center for Departmental systems



## Project Highlights 2015

- Completed > 50 Enhancements
- Banner Data Defense
- Ellucian Pilot
- Banner Document Management
- Completed > 25 projects
- Phone System Upgrade
- Resident Housing Wireless Upgrade
- WebEx
- Completed > 700 helpdesk tickets
- Verdiem Power Surveyor
- PrinterLogic

## Future Highlights 2016

- Banner XE
- Luminis 5 (PV Place)
- Recruiter
- Identity Services (Single Sign On)
- Syncplicity
- Email Archiving
- Call Center Software
- Duo – Two factor authentication
- Desktop Computer Lifecycle replacement