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

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts</td>
<td>PantherNetID, Password Management Tool, Guest Accounts</td>
</tr>
<tr>
<td>Application Administration and Support</td>
<td>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</td>
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<tr>
<td>Banner Data Interfaces</td>
<td>Accudemia, CBORD, Grades First, Higher One, Moodle, National Student Loan Clearinghouse, TouchNet, T2 Parking, Voyager Library, EDI transcript exchange</td>
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<tr>
<td>Computer Labs</td>
<td>Locations, hours policies and print quotas information</td>
</tr>
<tr>
<td>Computer Service Center</td>
<td>Assistance with Clean Access and PVMobile network connection, location, hour</td>
</tr>
<tr>
<td>Online Exchange Email</td>
<td>Online email access for faculty and staff</td>
</tr>
<tr>
<td>Guest Accounts</td>
<td>Guest accounts for non-PVAMU users</td>
</tr>
<tr>
<td>ITS Maintenance Schedule</td>
<td>Schedule of ITS maintenance</td>
</tr>
<tr>
<td>P2P Program</td>
<td>Relevant laws and policies that govern the use of Peer 2 Peer technology</td>
</tr>
</tbody>
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Password Management Tool
- Reset, change and unlock your PantherNetID password

Phone Services
- Cisco Phone sets, instructions, rates, and policies

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**
  - Provide backup services for departmental server

- **Data Center Services**
  - 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