

CITS re-org focuses on service to students, faculty and staff

In the fast-paced world of information technology (IT), it is critical that an IT department be organized to respond rapidly to changes in technology. UMass Dartmouth's Computing and Information Technology department (CITS) has a flexible team structure that ensures the ability to adapt to diverse and evolving campus IT needs. In July, CITS reorganized into six teams designed to provide quality service to students, faculty and staff.

Two teams, **Computing Support** and **Microcomputer Maintenance and Repair**, merged to form the **IT Service Center** team, the first point of contact in support of faculty and staff IT needs. Jessica Arruda is team leader.

The **Instructional Development** team supports faculty online course development. Faculty member Magali Carrera is team leader.

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Massano is new CITS leader

Donna Massano has been appointed to the position of Interim Assistant Vice Chancellor of Computing and Information Technology (CITS). She is now responsible for the overall leadership and management of CITS and for contributing to the development of the Division of Library Services, Information Resources and Technology (LSIRT) as a member of its management team.

"Keeping pace with change in information technology is always a challenge," said Massano. "With that in mind, we make every effort to organize CITS to respond to the rapid changes in technology and deliver a robust infrastructure where quality systems and quality service are provided to the campus community."

"I have full confidence that Donna Massano will do an excellent job as head of CITS," said Bob Green, Vice Chancellor of the LSIRT division.

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Dr. Jen Riley demonstrates the use of the IntraLearn platform, the UMassOnline Learning Management System, at an Instructional Development faculty training session held this summer. More faculty and staff IntraLearn training sessions will be announced in fall 2003.

IT Service Center

a single location
to meet your
IT needs

Visit: **Group I, Room 222**
Call: **x8790** or **508.999.8790**
E-mail: **itscenter@umassd.edu**

IT Teams and services

IT Service Center

Group I, Room 222

- help desk
- relocation issues
- hardware maintenance & repair
- recommendations & deployment
- supported software installation

IT Lab & Classroom Operations

Library lower level

- student help desk
- public access computing labs
- IT classrooms
- distance learning facilities

Instructional Development

- on-line course development
- learning management systems (LMS): IntraLearn, CourseBuilder

IT Development

- campus & department web sites
- Student Information System (SIS)
- Student Self-Service (Web Student)
- PeopleSoft

Networking & Systems

- campus network
- residential network
- wireless network

Operations & Access

Library 3rd floor

Account access for

- E-mail • SIS, PeopleSoft
- Meeting Maker • UMDAnnounce
- UMDNotify • UMDAlert
- UMDForum

CITS re-org, cont'd

The Information Systems, Web Systems and Web Site teams have merged to form the **IT Development** team. Carolyn Hamel is team leader.

The **IT Lab and Classroom Operations** team has moved to the Library lower level, with Tim O'Neil as team leader.

Networking and Systems, with team leader Andrew Darling, and **Operations and Access**, with team leader Joyce Rosinha, are unchanged.

Always a priority for CITS, quality service relies on a solid up-to-date/up-to-speed IT infrastructure to deliver support systems for classroom, professional, research and residential environments that are critical to our campus community. With that in mind, CITS will conduct an internal search for an **Executive Director of IT Service Assurance**.

Massano leads CITS, cont'd

"Donna has the breadth of vision necessary to lead an organization that spans infrastructure, administration and our core mission of teaching, research and outreach. She has the character, skill and determination to succeed in an environment of great opportunity, expectation and challenge."

CITS news briefs

• CITS announces a new **IT Internship Program**, a partnership with the Upward Bound and College Now programs, in collaboration with the Career Resource Center. Over the summer, 5 students were selected to participate in a supervised internship experience in the IT field. CITS plans to offer such internships each summer.

• To **reserve a CITS supported computer classroom**, contact Kathy Bancroft at x8792, visit the Lab and Classroom Operations team now located in the library lower level, or e-mail kbancroft@umassd.edu. Reservations are required one week in advance and are available on a first come, first served basis. For semester-long computer classroom requests, faculty should contact their deans.

• The **Mobile Computing Lending Program** (MCLP), a joint venture between the Library



The IT Service Center provides one-stop information technology support to UMD faculty and staff. Visit **Group I, Room 222**, call **x8790** or e-mail **ITSCenter@umassd.edu**.

and CITS, provides equipment and support services for accessing the UMD wireless network. Laptops, handhelds and projectors are available for short term loan to UMD faculty, staff and students, with a valid UMass Pass. For information, contact MCLP staff at x8586, visit the circulation desk, library first floor, e-mail mclp@umassd.edu or visit www.lib.umassd.edu/policies/projects/mclp_faq.html.

• Receive discounted pricing on select computer products from Dell, Gateway, and Apple via the **UMass U\$ave program**. Visit usave.umassp.edu to get the savings and the products you've been looking for. For more information about the program and computer specifications, contact Rob Roy at x9654 (508.990.9654) or r1roy@umassd.edu. For information about purchase orders, contact Louise Boudreau at x8052 or lboudreau@umassd.edu.

• Over the summer, the campus network was **upgraded** to uniformly add DHCP, which provides a more reliable and faster network. The e-mail server was **upgraded** with more memory and disk capacity. IT lecture halls **enhancements** included whiteboards, improved security and telephones.

• In October, we plan to **upgrade the SIS server** to a more reliable and faster server. This academic year we will implement **SUNone directory services** which will bring

us closer to a single "sign on" for our network services. HEAT, an **electronic help desk system**, will provide users with a web-based tool for IT assistance. OmniUpdate, a **web content management system**, will provide students, faculty and staff a tool to easily create and update web pages for professional, personal and official university web sites.

• Marc Lalosh and Rob Roy **have moved to CITS**. Marc is a web developer and member of the IT Development team, working on the *Changing Lives Through Literature* grant and the UMD web site. Rob works as an IT procurement coordinator and member of the IT Service Center team. Along with advising faculty and staff on purchases, Rob will work with the University U\$ave Program Contact him at x9654 or r1roy@umassd.edu.

FACTS AND FIGURES

The number of individuals at UMass Dartmouth using IT resources is growing:

- 11,500** e-mail accounts
- 6,165** network connections (3,555 of these are in the residence halls)
- 575** students enrolled in hybrid and fully online IntraLearn courses
- 525** Meeting Maker (calendar scheduling) accounts
- 400** CITS lab computers available on campus
- 320** wireless users (rising every day)
- 75** student employees in CITS

