Introduction

UMass Dartmouth offers an extensive array of computing and information technology support services for students, faculty, and staff. **Computing and Information Technology Services (CITS)** is under the administration of Donna Ritenour Massano, Chief Information Officer and Associate Vice Chancellor for Computing and Information Technology Services in the *Division of Administration and Finance*.

In the fast-paced world of information technology (IT), it is imperative that IT be organized to respond to the rapid changes in technology. CITS is organized around a flexible team structure that ensures the ability to adapt to diverse and evolving campus IT needs.

The IT Service Center team supports the “help desk” needs and concerns of faculty, staff, and students. Two CITS teams—Information Systems Integration and Project Support and Change—support development while other teams support infrastructure: Network and Telecommunications, Access Management, and Enterprise Systems Administration. In support of teaching and learning, Instructional Development assists faculty with technology in the classroom and online course development, while the new Learning Spaces Operations team offers technology support for learning spaces.

CITS also has four cross-functional teams to address critical and ongoing IT issues: communications to our customers, the security of our systems, multi-media technical support, and overall service quality. These “horizontal” teams—Communications, Enterprise Security, Quality Service and the Stream team—have representation from across CITS.

This Service Catalog for academic year 2011-2012 serves as a guide to the CITS teams and the services they provide. For more information, please be sure to visit the CITS web site at [www.umassd.edu/cits](http://www.umassd.edu/cits).
Computing and Information Technology Services (CITS)

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Management Team
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CTIS Teams

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Enterprise Systems Administration
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Information Systems Development and Integration
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IT Service Center
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Faculty and Staff Support
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Telecom Support
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Student Support
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Learning Spaces Operations
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Dinh Le
Wendy Malenfant
Paul Souza

Network and Telecommunications
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Email: networking@umassd.edu
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David Gomes
Normand Meunier

Project Support and Change Management
Telephone: 508-999-8609
Email: itprojectmgt@umassd.edu
Brian Sullivan, Manager
Verena Lisinski
Sarah Towers
Access Management

Location: Library third floor
Telephone: 508-999-8528
Email: citsam@umassd.edu

Hours
Monday to Friday, 7:30 a.m. to 5:30 p.m.

Service Mission
To provide secure access to University information technology (IT) applications in a timely, courteous and encouraging manner. To provide information and assistance for full implementation of University IT services. To enrich the University community through campus-wide communications.

Account management

• Create UMassD Logon accounts for students and employees.
• Create and maintain Human Resource/Financial/ISIS accounts.
• Create and maintain Active Directory access.
• Create and maintain UMass Online accounts.
• Create and maintain Meeting Maker accounts.
• Manage accounts including clean up and removal.

Support

• Provide authentication support for password, LDAP settings, Active Directory, VPN, UMass Online, Facilities work orders, Library e-resources, PeopleSoft.
• Provide authorization support: ability to access appropriate applications/information.
• Provide access to VMS legacy systems.
• Provide access to Active Directory file shares.
• Provide access and course administration of UMass Dartmouth Learning Management systems (UMass Online).
• Provide overall user support for applications, general questions pertaining to CITS or the University, via telephone, walk-in, and email to individuals or POSTMASTER, CIT_AM, WEBMASTER, SPAMCATCHER.
• Provide abuse/security support.
• Support email application/infrastructure.
• Represent CITS at UMass system initiatives such as PeopleSoft, LDAP, IT Policy Subcommittee, Identity Management, UMass Online.

Communications

• Manage UMass Dartmouth communications including umdnotify, umdannounce, umdalert.

• Maintain UMass Dartmouth communications lists.
Enterprise Systems Administration

Locations: Library Room 320  
Telephone: 508-999-8957  
Email: systems@umassd.edu

Hours  
Monday to Friday, 8 a.m. to 5 p.m.

Service Mission  
To develop and maintain centralized systems and data center operations based on established standards.

Server administration and operations

• Maintain CITS servers and data storage systems.
• Provide centralized authentication and authorization.
• Provide digital certificates for secure server communications.
• Partner with other departments for administration of hosted servers.
• Provide centralized data storage.
• Provide back up, recovery, and archiving of University data.
• Manage tape library.

Email and collaboration services

• Provide email and calendar services to the campus community.
• Troubleshoot email problems related to delay, failed delivery, and spam/virus issues.
• Provide second tier support for mail user agent configuration.
Information Systems Development and Integration

Location: Library third floor  
Telephone: 508-999-9181  
Email: infosys@umassd.edu

Hours  
Monday to Friday, 7:30 a.m. to 5 p.m.

Service Mission  
To provide technical expertise to all segments of the University and maintain data integrity in all administrative systems.

System integration

• Design and develop interfaces to other campuses and central services to support cross-campus systems integration.

• Provide integration between commercial, open source, and in-house developed software and web applications.

• Provide web application integration with other CITS departments and UMass Central Services.

• Provide integration between administrative systems and learning management systems.

Coordination and implementation

• Coordinate and/or implement campus systems.

• Implement and support new administrative systems.

• Administer FTP account and web site accounts.

• Configure, maintain, and upgrade web server/systems.

System development

• Provide leadership in determining integrated solutions to meet campus needs.

• Provide hardware and software purchasing recommendations.

• Advise campus community on technical web issues.

• Research and test new and emerging web technologies.

• Develop web database applications.

• Design and administer web databases.
Maintenance and support

- Facilitate enhancements to current system implementations.
- Maintain and support legacy systems by troubleshooting problems and applying enhancements and upgrades.
- Provide reporting solution support and training to administrative and academic offices.
- Assist in identifying security needs for faculty, staff, and students.
- Prepare users for administrative system implementations and upgrades.
Instructional Development

Online Instruction
Location: Dion 109
Telephone: 508-999-8501
Email: idteam@umassd.edu

Hours
Monday to Friday, 9 a.m. to 5 p.m. or by appointment
Faculty Staff Training Center (FASTRAC): Monday to Friday, 9 a.m. to 4 p.m.

Service Mission
To support instructional technology at UMass Dartmouth for online and face-to-face teaching and learning.

Training and support

• Train faculty and staff in the best practices for use of UMass Dartmouth’s Learning Management Systems.

• Train faculty and staff in using related software for instruction.

• Provide technical support to faculty, staff, and students in using UMass Dartmouth’s Learning Management Systems.

• Provide technical support to faculty, staff, and students in related technology for Instructional Development.

• Develop documentation to assist faculty, staff, and students in using UMass Dartmouth’s Learning Management Systems.

• Provide planning, design, and technical support for multimedia integration.

• Provide telephone, electronic, and walk-in support for site-licensed software related to online course development.

• Train faculty in using electronic classroom technology.

Administration

• Provide support in the administration of UMass Dartmouth’s Learning Management Systems and related products.

• Manage the reservation, student staffing, and computer systems in the Faculty Staff Training Center (FASTRAC).
IT Service Center

**Faculty and Staff Support**

*Location:* Group I, Room 222  
*Telephone:* 508-999-8790  
*Email:* itscenter@umassd.edu

**Student Support**

*Location:* Library lower level  
*Telephone:* 508-999-8884  
*Email:* itstudentcenter@umassd.edu

**Hours**

Monday to Friday, 7:30 a.m. to 5 p.m.

**Telephone Operations**

*Location:* Group I, Room 221  
*Telephone:* 508-999-8000  
*Email:* telecom@umassd.edu

**Hours**

Monday to Friday, 8:30 a.m. to 4:30 p.m.

**Service Mission**

To provide high-quality IT help desk services to our customers utilizing technology in University environments: for faculty and staff using University owned computers and related peripherals for university academic and business processes; and for students using university IT resources for academic and related pursuits. To provide efficient and effective telecommunications operations support to University faculty, staff and students and the general public seeking information from and about the UMass Dartmouth campus and remote locations.

**Hardware/software**

- Retrieve, rebuild, install software, configure, deliver, and transfer data on new, leased, and existing University-owned computers.
- Install, configure, and troubleshoot supported software on University-owned computers, personal computers, and related peripherals per licensing agreements.
- Provide front-line troubleshooting for University-owned technology.
- Maintain and repair computers, printers, and computer-related peripherals in faculty and staff offices and CITS Learning Spaces.
- Provide recovery services from damaged hard drives and CPUs.
- Register, configure, provide access, and support network and local printers on campus.
- Manage desktop security programs including virus definition installs, operating system updates, virus removal, and repair of compromised machines.
- Coordinate with Access Management and Enterprise Systems Administration to manage user accounts.
• Provide loaner equipment to faculty and staff while equipment is repaired.

• Administer the Faculty Instructional Laptop Program (FILP).

**Technical support and training**

• Develop, implement, and maintain training and support programs for faculty, staff, and students.

• Develop, deliver, and manage overall help desk and support services to students in IT learning spaces.

• Develop and implement operational policies and procedures for IT learning spaces.

• Administer desktop security programs for student computers.

• Administer Residential Technology support programs to support residential students utilizing technology.

• Develop, maintain, and distribute IT communications for faculty, staff, and student initiatives.

• Provide operational support for online freshman placement testing.

**Purchases**

• Communicate with IT vendors to evaluate, recommend, and negotiate pricing for campus standardized hardware and software.

• Develop, maintain, and communicate campus standards for hardware/software purchases.

• Negotiate and manage UMass system and campus-wide licensed software and hardware programs.

**Access**

• Develop and manage operational schedules for IT learning spaces such as computer classrooms and public access labs.

• Process reservation requests for IT learning spaces to provide appropriate access.

• Schedule and coordinate distance learning/video conferencing facilities.

• Schedule and administer computerized freshman placement testing.
Scanning

- Scan exams and evaluations.
- Scan text and images.

Telecommunications operations support

- Ensure the accurate and timely receipt, response, and routing of telephone inquiries for on-campus and off-campus customers.
- Coordinate moves, adds, and changes to ensure uninterrupted access to telecommunications services.
- Maintain human resources telephone data to ensure access to accurate and appropriate telephone directory information.
- Effectively communicate critical telephone system availability, campus status, and emergency information to the University community and general public.
IT Service Center - Law School

Location: Law School, Room LL10
Telephone: 508-999-1122
Email: law-techsupport@umassd.edu

Hours
Monday to Friday, 9 a.m. to 6 p.m.

Service Mission
To provide high-quality IT help desk services to Law School faculty and staff using University owned computers and related peripherals for university academic and business processes; and for students using university IT resources for academic and related pursuits. Coordinate services with IT Service Center at the main campus.

Hardware/software

- Retrieve, rebuild, install software, configure, deliver, and transfer data on new, leased, and existing University-owned computers.

- Install, configure, and troubleshoot supported software on University-owned computers, personal computers, and related peripherals per licensing agreements.

- Provide front-line troubleshooting for Law School technology.

- Register, configure, provide access, and support network and local printers.

- Manage desktop security programs including virus definition installs, operating system updates, virus removal, and repair of compromised machines.

Technical support and training

- Develop, implement, and maintain training and support programs for Law School faculty, staff, and students.

- Develop, deliver, and manage help desk and support services to Law School students in IT learning spaces.

- Develop, maintain, and distribute IT communications for Law School faculty, staff, and student initiatives.

Purchases

- Communicate campus standards for hardware/software purchases.
Learning Spaces Operations

Location: Library lower level
Telephone: 508-999-8988
Email: itlabsclassrooms@umassd.edu

Hours
Monday to Thursday, 7 a.m. to 10 p.m.
Friday, 7 a.m. to 5 p.m.

Service Mission

To design, implement, and maintain flexible, technology-enhanced learning spaces such as IT classrooms, computer classrooms, distance learning facilities, and public access computing labs.

Technical Operations

• Design, install, maintain, and manage IT classrooms and computer classrooms.

• Design, install, maintain, and manage CITS public and partnered computer labs.

• Design, install, maintain, and manage distance learning/video conferencing facilities.

• Provide technical and operational support for the Mobile Computing Loan Program (MCLP).

Support

• Provide training and support for technology use in supported learning spaces.

• Provide technical consultation for the campus community for classroom and lab technology.

• Provide technical training and support for online freshman placement testing.

Administration

• Manage room security for computer labs and CITS learning spaces.
Network and Telecommunications

Locations: Library third floor and Library lower level
Telephone: 508-910-6988
Email: networking@umassd.edu

Hours
Monday to Friday, 8 a.m. to 5 p.m.

Service Mission
To recommend, design, test, and maintain an efficient data networking, telecom and cable TV infrastructure for UMass Dartmouth, including the main campus, remote sites, residential and wireless.

Management

• Provide network, telephone, and cable TV support for moves, additions, and changes.

• Monitor the status of all network devices on the residential, main campus, and remote campus networks.

• Upgrade firmware on all network devices.

• Configure network devices for deployment into production.

• Install and upgrade new network devices for continuing the evolution of all the campus networks.

Connectivity

• Develop and maintain network, telephone, and cable TV connectivity.

• Develop and maintain wireless connectivity.

• Troubleshoot and maintain Virtual Private Network (VPN) connectivity.

Security

• Respond to network abuse and copyright infringement complaints.

• Scan network for hosts that have been compromised or are vulnerable to hacker attacks.

• Create and maintain policies and controls for RealSecure Desktop Protector clients.

• Modify, add, and change firewall rules.

• Investigate and troubleshoot unusual network traffic patterns.
Development

- Recommend and design /re-design existing or new building infrastructure for voice/data/cable TV networks.

- Test and evaluate new networking equipment for compatibility with current network infrastructure.

- Interface with vendors and contractors to facilitate accurate infrastructure installation.

- Evaluate new security tools to maintain the integrity of the network.

- Represent CITS at UMass system-wide and campus initiatives.
Project Support and Change Management

Location: Library fifth floor  
Telephone: 508-999-8609  
Email: itprojectmgt@umassd.edu

Hours  
Monday to Friday, 8 a.m. to 5 p.m.

Service Mission  
To develop, implement, and manage effective projects to facilitate the smooth transition from legacy to new administrative systems and administrative system upgrades for faculty, staff and students.

Coordination and implementation  
• Coordinate and/or implement campus systems.  
• Implement new administrative systems and system upgrades.

System development  
• Provide leadership in determining integrated solutions to meet campus needs.

Training and support  
• Document and provide training as needed for campus systems.  
• Provide support for faculty, staff, and students during go-live and stabilization periods.  
• Prepare users for administrative system implementations and upgrades.

Communications  
• Prepare end users for organizational and system changes through meetings, presentations, and workshops.  
• Communicate project status information to University audiences.
CTTS Horizontal-Cross Function Teams

Communications

Service Mission
To coordinate CITS communications strategies for new and ongoing initiatives, with consideration for our customers and attention to consistency and timeliness.

Facilitator: Peggy Dias
Telephone: 508-999-8791
Email: mdias@umassd.edu

Enterprise Security

Service Mission
To ensure a secure IT environment through the evaluation, adoption, and maintenance of industry standards and best practices in a timely fashion.

Facilitator: Craig Oliveira
Telephone: 508-999-8957
Email: coliveira@umassd.edu

Quality Service

Service Mission
To nurture a highly-functioning, service-oriented organizational culture through ongoing dialogue, assessment, and implementation of quality service initiatives.

Facilitator: Peggy Dias
Telephone: 508-999-8791
Email: mdias@umassd.edu

Stream Team

Service Mission
To coordinate the provision of rapid-response, high-quality technical services (web, network, multi-media) to the campus community for events requiring IT/media support.

Facilitator: Chris Frias
Telephone: 508-999-8203
Email: cfrias@umassd.edu