



ITSD

Information Technology and
Services Division

*IT Service Center &
Architecture and Development*

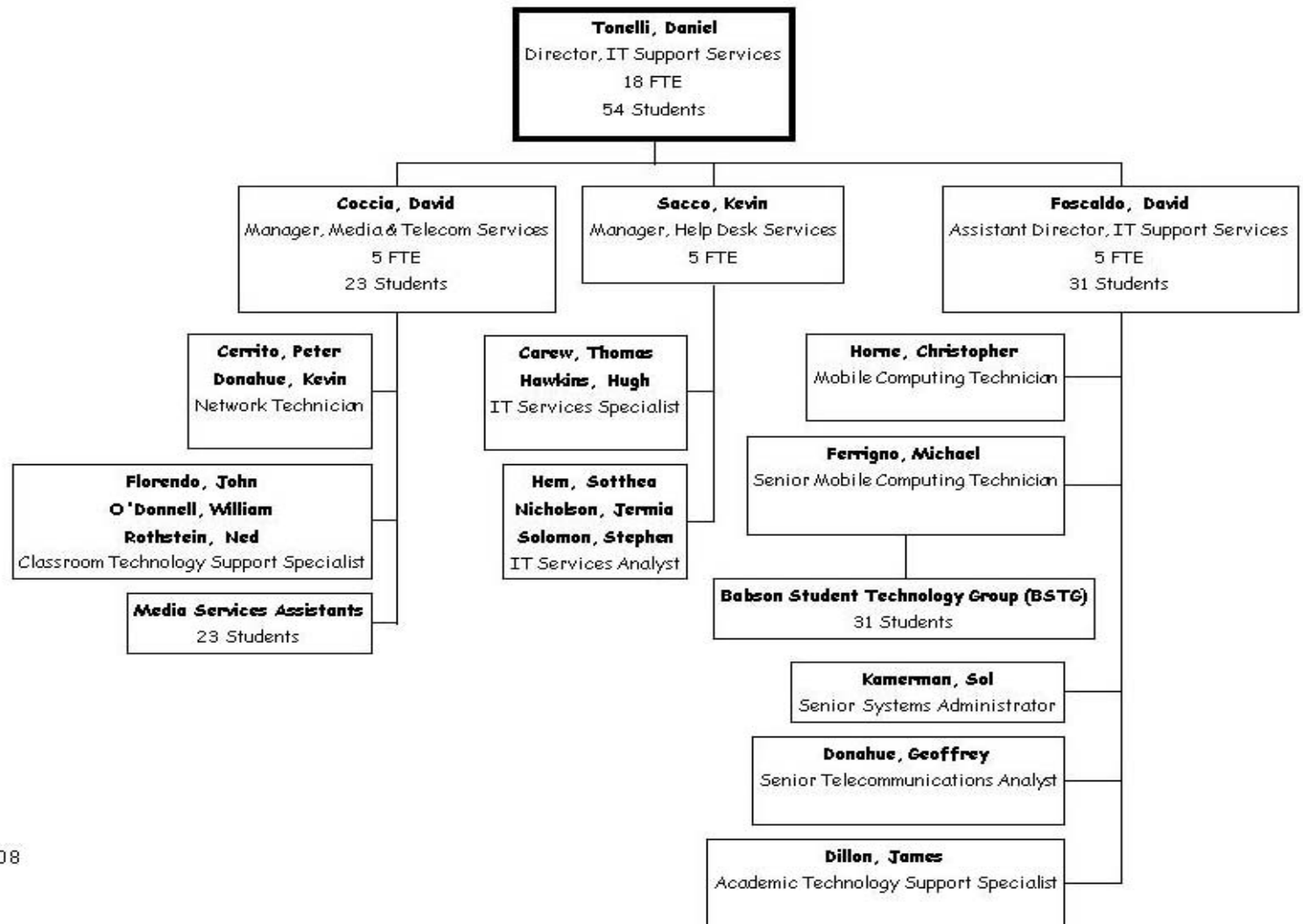


Today You Will Learn...

- Who is ITSD
- Where to ask technical questions
- How to purchase desktops/laptops
- Where to download/purchase software
- How to obtain or move a telephone
- What not to forget in an office renovation
- How Media Services can help you



IT Service Center





Why can't I get to the Internet?

- IT Service Center
 - x4357 (HELP)
 - support@babson.edu
- IT Website – it.babson.edu
 - Available 24x7
- Right Answers – answers.babson.edu
 - Available 24x7



You need a new computer?

- Computer Provisioning Policy
 - One desktop/laptop per individual
 - Laptop = incremental cost
 - Laptop requires approval form
- Refresh cycle
 - Desktops changed every 3 years
 - Laptops changed every 2 years
- Accessories
 - Manager approval, except printers



I can't do my job without it.

- Standard software load
- Portal
 - My Downloads
 - On Campus Only
- Other Requests
 - Manager approval
 - ITSC – support@babson.edu



Mr. Watson – come here – I want to see you!

- Telephone add, move, change, trouble
 - ITSC – support@babson.edu
 - Cost to add: \$300
 - Cost to move/change: priceless
- Telephone/Voicemail instructions
 - IT website – it.babson.edu
 - Proper etiquette



Oops, I forgot.

- Office renovations
 - Computers, telephones, wireless, printers, etc.
 - Departmental budget
 - IT Service Center (not Facilities Services)
 - x4357
 - support@babson.edu



So you wanna be in pictures?

- Media Services
 - Data projectors
 - Video cameras
 - Laptops
 - Sound systems
- Requests
 - Special Events
 - IT Service Center



Architecture & Development

- What is Architecture & Development (A&D)?
- How do I request a project?
- What is my role in working with A&D?



What project services does A&D provide to you, our clients?

- Full Lifecycle Custom Web Application Development
 - Portal
 - CCD, OIP and Class Deans Sign-in Application
 - designingbabson.com
 - www
- Enterprise Software Consulting, Implementation and Integration
 - Email
 - HR/Student/Alumni/etc. Information Systems
- Network and Hardware Consulting and Implementation
 - Photo Kiosk in Reynolds
 - Security Cameras
 - IP-Enabled Televisions
 - Cash Registers



What other services does A&D provide?

- Support and Maintenance (includes continuous improvement of the Babson IT infrastructure)
 - Network components
 - Switches, routers, internet connections, firewalls, etc.
 - Servers
 - Hardware and software on a farm of both physical and virtual servers
 - Databases
 - Applications
 - Email, Blackboard, Sharepoint, Portal, PowerCampus, etc.
- Investigations
 - The use of Babson IT resources for illegal file-sharing, acts of vandalism, making threats, etc.
- General consulting to students, faculty, and staff on IT related issues



How to Engage A&D Project Resources

- Request a Project
 - Fill out form and submit to Andy Lymburner or submit a request to support@babson.edu
 - One of our projects for this year is to develop a comprehensive project request form that will be made available through the Portal.
- Work with our analysts to define the project as completely as possible
- Assign someone to act as key contact/project manager for the duration of the project



What can I do to be a better client/partner in the process?

- Be engaged in the process – be a champion for the project
- Attempt to plan IT needs well in advance
- Involve us in the early stages whenever you begin discussing technology solutions
- Understand what technologies are in use by your staff and look for staff development opportunities to increase the value of our existing solutions
- Be open to solutions beyond simply building/buying more technology



Questions?

