

Santa Fe College
 Information Technology Services
 February 2012

IT Leadership

- Strategic direction
- Operational Planning
- Policies and Priorities
- Performance measures

Information Security

- Security policies & practices
- Security awareness
- Internal assessment
- Incident reporting

Department Effectiveness

- Financial planning
- Purchasing & contracts
- Vendor management
- Interdepartmental billing
- Payroll
- Staff development

IT Administration

Network & Telecommunications

Systems & Operations

IT Architecture

Information Systems

Customer Support

Information & Communications Infrastructure

- LAN/MAN/WAN networks
- Voice, video & data networks
- Network Security
- Cable management
- Network disaster recovery
- Emergency alert systems
- Telephone switch and systems
- 24x7 support

Data Center Operations and Infrastructure

- Server operating systems
- Commercial applications
- Storage area network
- Systems security
- Systems disaster recovery
- Data center operations
- 24x7 support

Enterprise Information Systems

- Information systems architecture
- Application development/integration
- ERP, Web, mobile and database apps
- Database management
- Decision support systems
- Document management
- 20x5 support

End-User Service Center

- Help/service desk
- Desktop hardware/software
- Desktop applications
- Desktop virus protection
- Asset management
- Instructional AV support
- Computer lab support
- Personal mobile device support
- 10x5 support

IT Infrastructure

Enterprise Information Systems

End-User Support