

What's New in ITS – Information Technology Services

- User Support Services (USS)
- College Technology Services (CTS)
- ITS Help Desk
- Hardware
- Software
- New Technologies and Training

What's New

- Purchasing of computers centrally.
- Consolidation of file servers.
- Support Structure.

User Support Services - USS

- Provides support to administrative users in the following areas:
 - Academic Affairs
 - Administration and Finance
 - Foundation
 - Planning and Enrollment Management
 - President's Office
 - Student Affairs
 - University Advancement
- Provides support to campus community through central IT Help Desk and Training
- Look for us online at www.csueastbay.edu/its/uss

ITS Help Desk

- The Help Desk serves as the campus community's central point of contact for IT desktop and network support.
- The Help Desk's business hours are Monday – Friday 8:00 AM to 5:00 PM excluding holidays.
- Request help by...
 - Leaving a message at 510 885-HELP (4357)
 - Filling out an online request form at www.csueastbay.edu/its/helpdesk/submit.html
 - Emailing us at helpdesk@csueastbay.edu

College Technology Services - CTS

- Provides instructional and computer support for colleges and academic departments
 - College of Business and Economics (CBE)
 - College of Education and Allied Studies (CEAS)
 - College of Letters, Arts and Social Sciences (CLASS)
 - College of Science (COS)
 - Concord Campus
- Supports college computer labs and smart classrooms

Hardware: Computer Refresh Program

- ITS program that provides university community with new computers every four years.
- New computers will help create a safer and more secure desktop infrastructure for the campus community.
- Frequently Asked Questions about this program can be found online at www.csueastbay.edu/its/icshm/its/baseline_faq.html

Software:

What is available and how do I get it?

- CSUEB provides a variety of software license programs to meet most of the needs of the campus community.
 - Site license software can be installed on university owned computers
 - Volume purchase agreements provide software that can be purchased at significant discounts
- More information about software at CSUEB can be found at www.csueastbay.edu/its/software.html
- Contact the ITS Help Desk to submit a request to obtain software

New Technologies and Training

www.csueastbay.edu/training

- Remote Computer Access – VPN Virtual Private Network
- Office 2007 and Vista
- Office 2008 for Mac OS
- Sharepoint
- Instant Messaging
- Spam control

Training Classes

<http://utp.csueastbay.edu/training>

- Transition to MS Word and Excel 2007
- Outlook 2007
- Workshops in March 2008

Contact Us

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