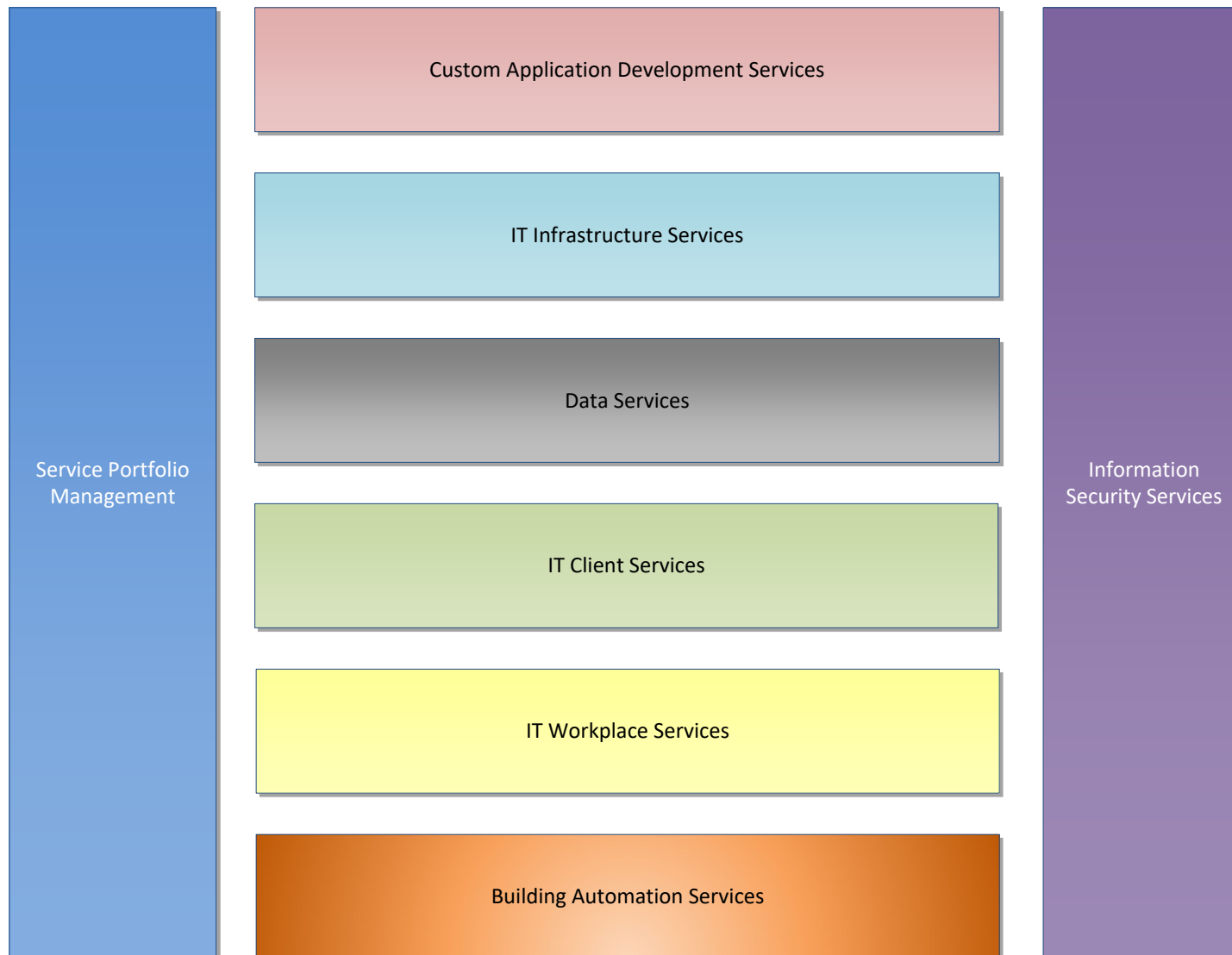
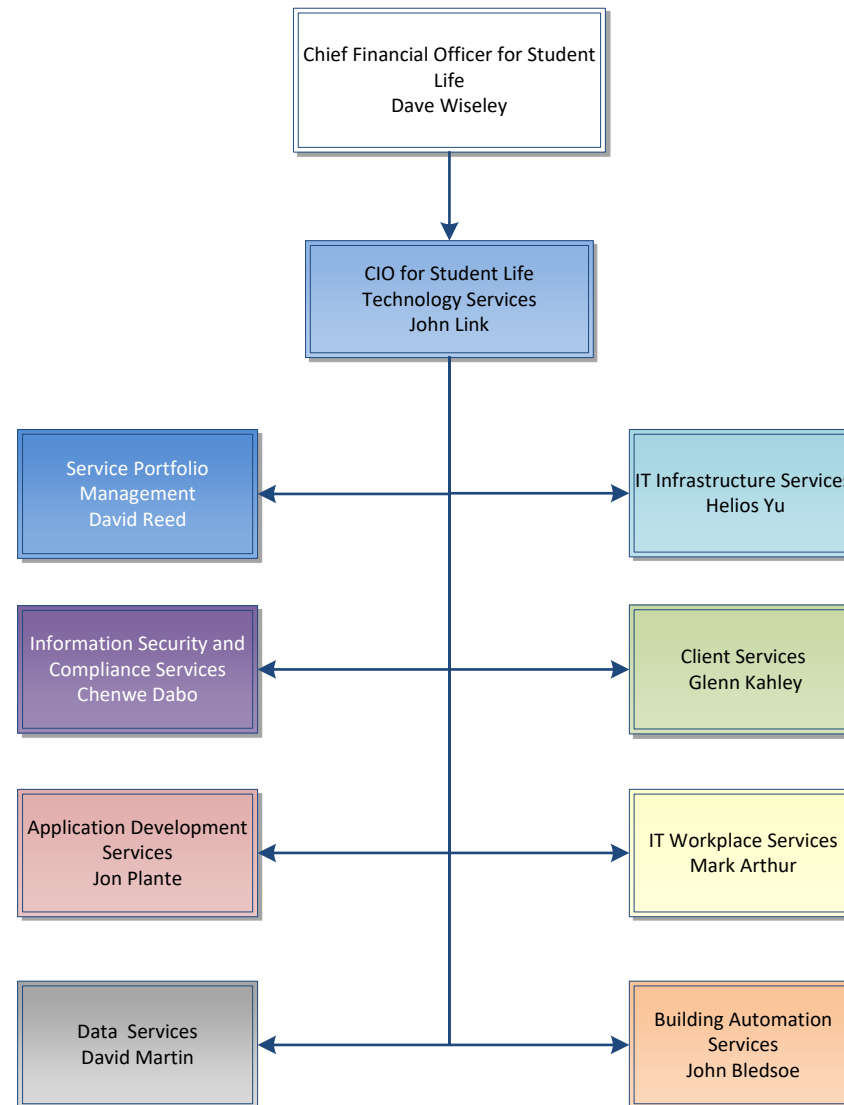


Team Structure



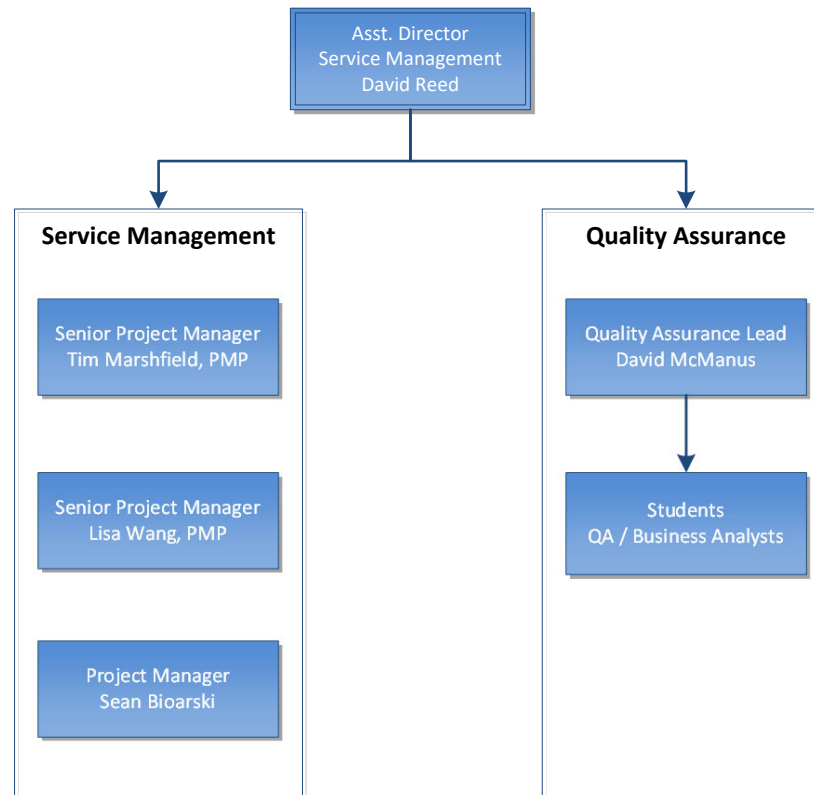
Direct Reports



Key Areas of Responsibility

- Service Roadmaps
- Portfolio Management
- Project Management
- Service Communications
- Quality Assurance
- Business Relationship Management

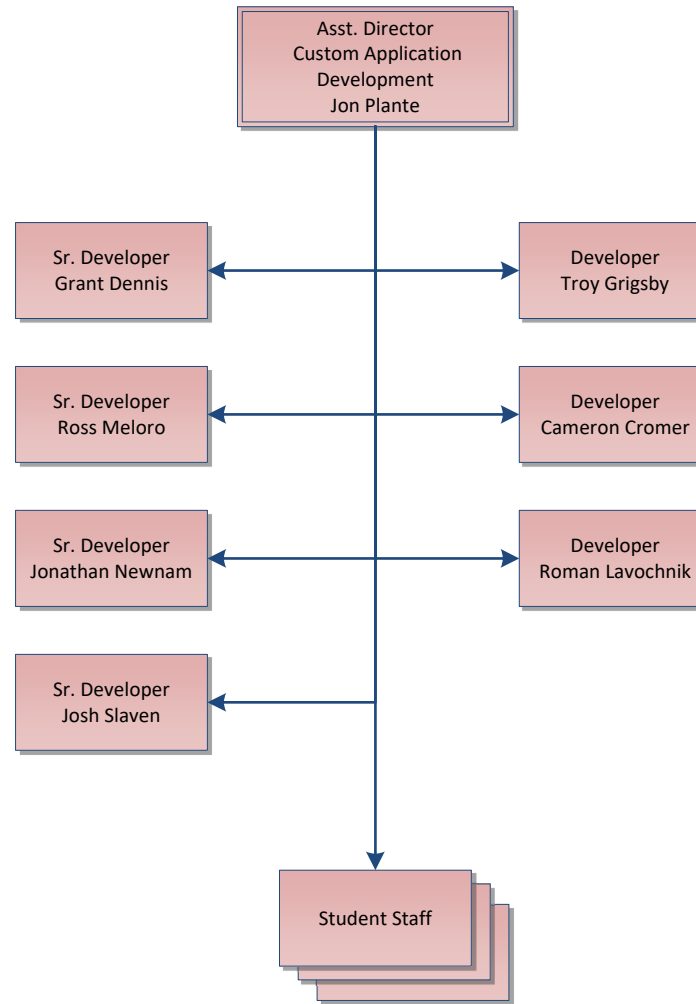
Service Portfolio Management



Key Areas of Responsibility

- Application Development
- Application Support
- Enhancement Delivery
- Upgrade Planning and Delivery
- Application Lifecycle Management
- Product Support Planning and Delivery

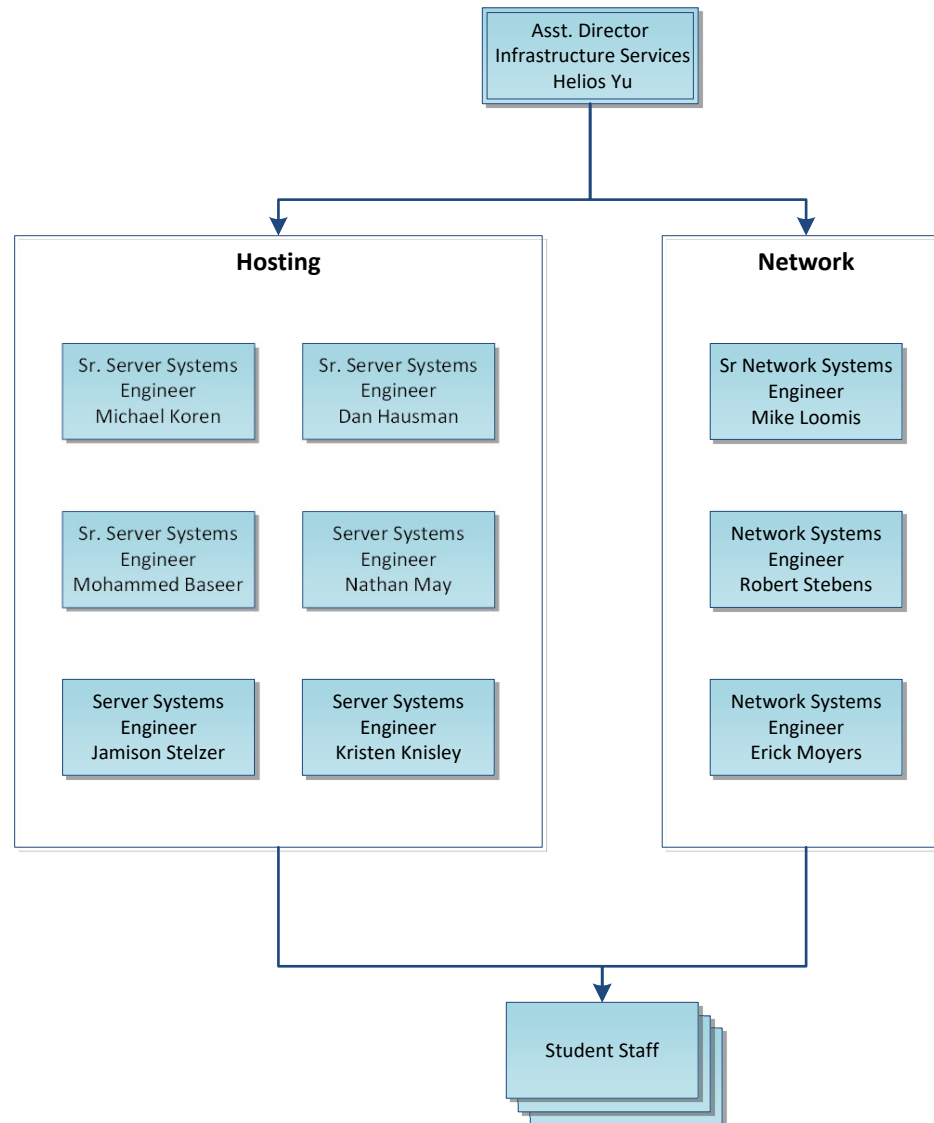
Application Development Services



Key Areas of Responsibility

- Server / Data Center management
- Server Security Management
- Disaster Recovery Planning for Hosted Services
- Lifecycle Management for Hosting Equipment
- 3rd Party Application Management
- Account Management
- Backoffice Product Management
- Network architecture (Wired and Wireless)
- Security Management for Network Devices
- Network Disaster Recovery Planning
- Lifecycle Management for Network Devices
- Wireless Connectivity (WIFI and Cellular)

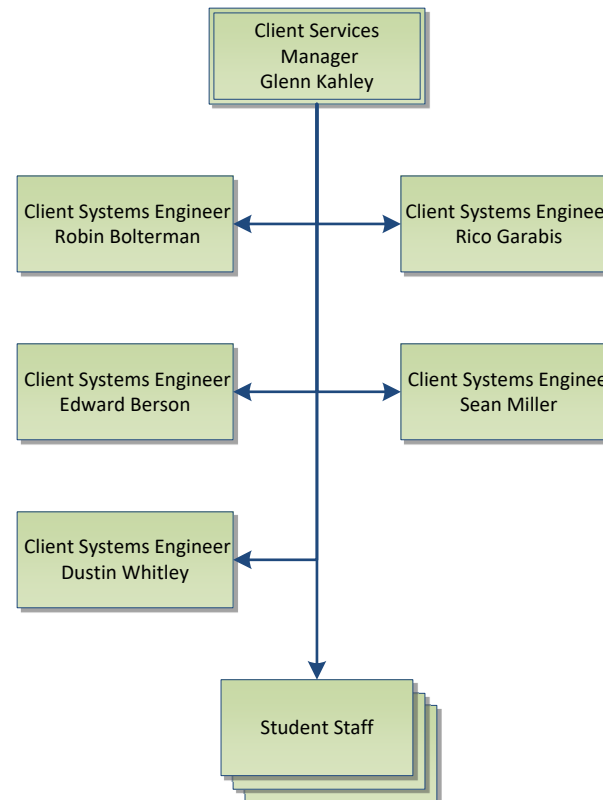
Infrastructure Services



Key Areas of Responsibility

- Client Hardware Lifecycle Management (Laptops, Desktops, Tablets, Phones, Printers, Copiers, Accessories, etc.)
- Client Services Support
- Security Management for Client Devices
- Client Technology Consulting
- Client Software License Management
- DLP Remediation
- Client Device Vulnerability Management
- Client Software Training
- University Cellphone Management

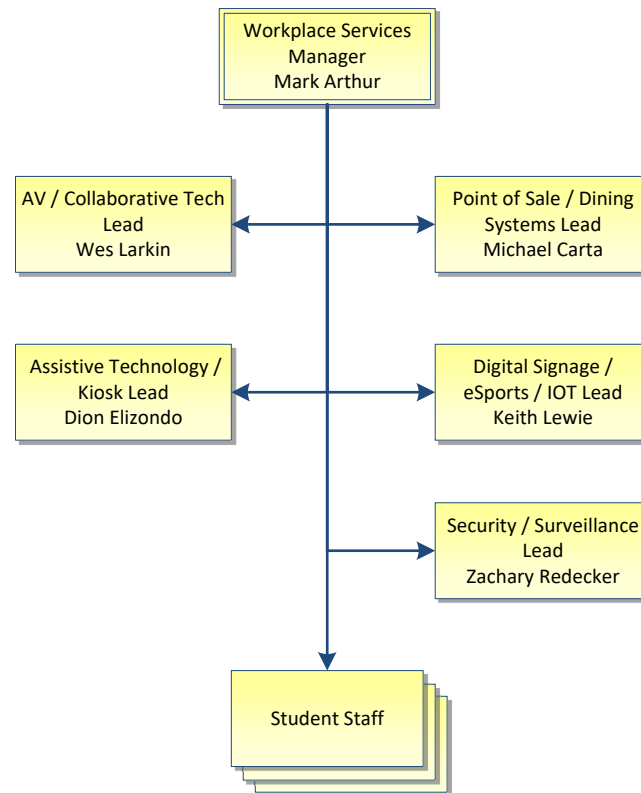
Client Services



Key Areas of Responsibility

- Point of Sale Solutions (POS, KDS, Credit Card Terminals, etc.)
- Digital Signage Systems
- IPTV / Cable Services / Common Area TV's
- AV Lifecycle Management
- Assistive Technologies
- Entertainment Systems (Gaming, eSports, etc.)
- Building Devices (traffic readers, timeclocks, beacons, etc.)
- Kiosks (Informational, Registration, CPR, etc.)
- VR / AR (Matterport, etc.)
- ICS Security
- Unique Use PC's - Move-in Systems, network monitoring, Camera Systems
- Embedded PC's – ex. X-Ray Machines,
- PC Lab Equipment
- Security / Surveillance Devices (ex. Cameras)
- Testing Station monitoring systems

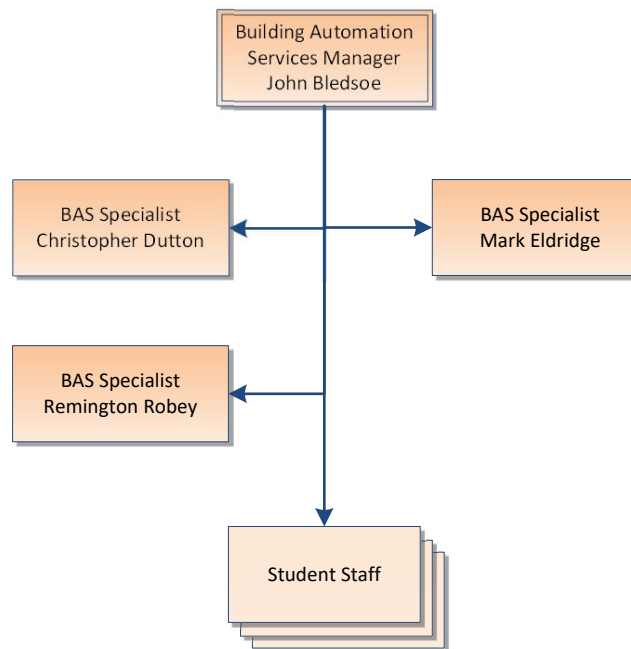
Workplace Services



Key Areas of Responsibility

- Building automation system management

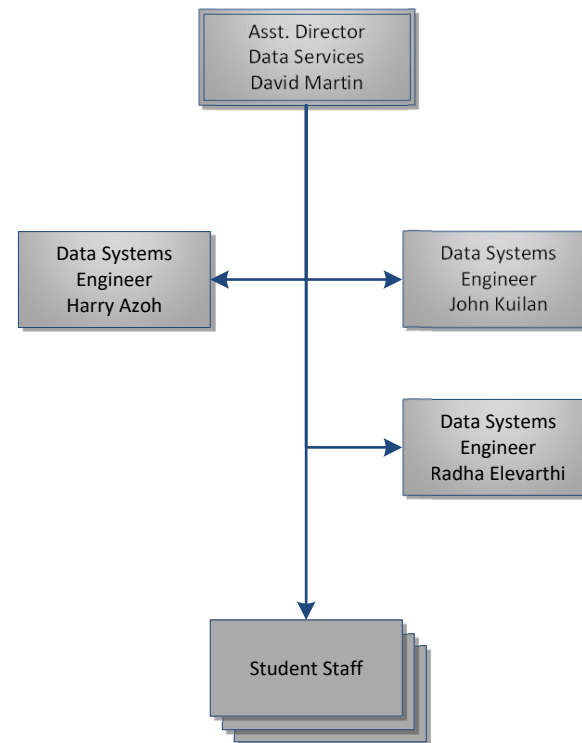
Workplace Services



Key Areas of Responsibility

- Data governance
- Database management
- Data analytics environment management
- Data cleansing
- Bulk data loads
- Data management training

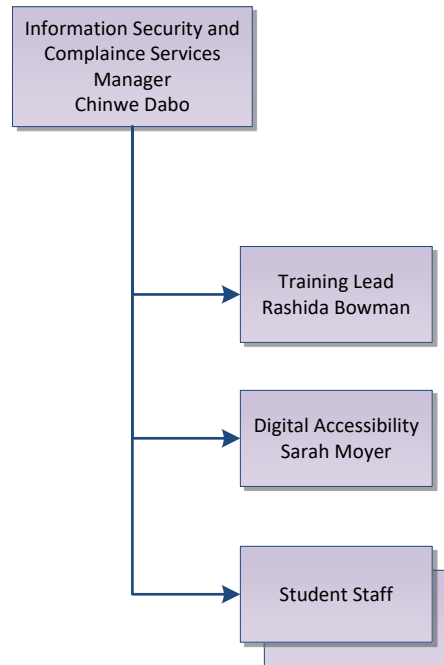
Data Services



Key Areas of Responsibility

- Regulation compliance – PCI, HIPAA, etc.
- Information risk management strategy
- Vulnerability management
- Security testing
- Security education
- Change management

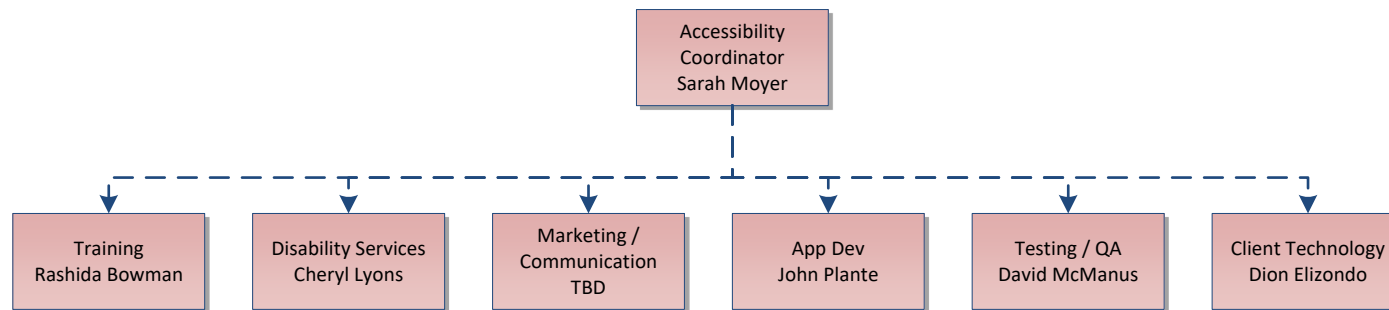
IT Security and Compliance Services



Digital Accessibility Governance

Key Areas of Responsibility

- Ensure digital services are accessible
- Managing accessibility requests / incidents
- Annual reporting
- Training
- Exception management



Enterprise Architecture

