SLTS Organizational Structure

Team Structure

Service Portfolio Management	Application Development Services	Information Security Services
	IT Infrastructure Services	
	Client Services	
	IT Workplace Services	

Direct Reports

```
                        ┌─────────────────────────┐
                        │ Associate Vice President │
                        │    for Student Life      │
                        │     Molly Calhoun        │
                        └─────────────┬────────────┘
                                      │
                        ┌─────────────▼────────────┐
                        │   CIO for Student Life    │
                        │  Technology Services      │
                        │       John Link           │
                        └─────────────┬────────────┘
```

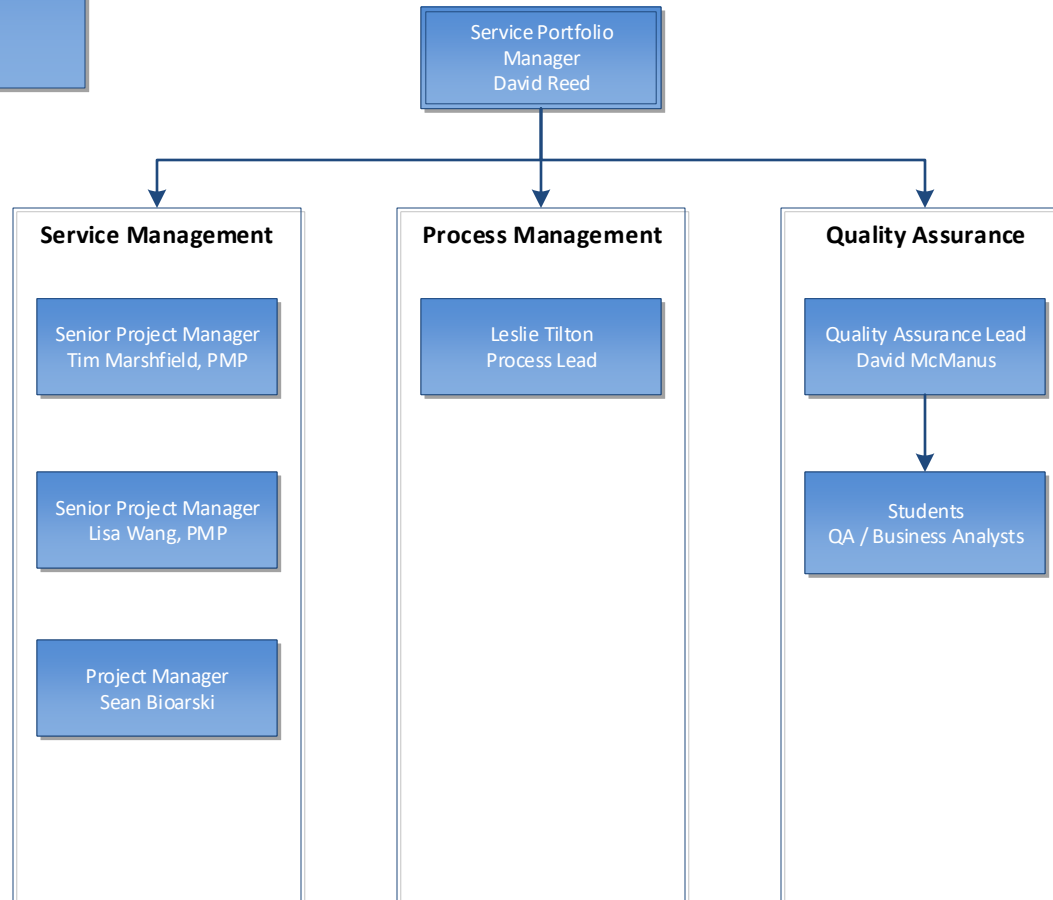| Service Portfolio Management David Reed | Client Services Glenn Kahley | IT Infrastructure Services Helios Yu | Application Development Services Jon Plante | IT Workplace Services Mark Arthur | Information Security Services TBD |

SLTS Organizational Structure

Service Portfolio Management

Key Areas of Responsibility

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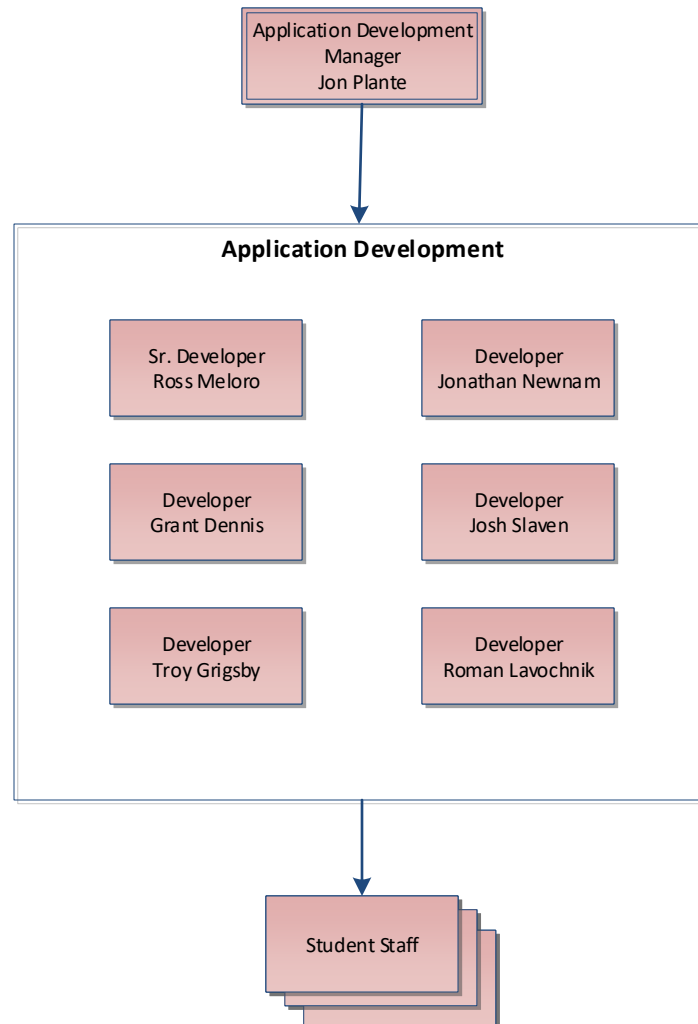- Quality Assurance
- Business Relationship Management

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                    Service Portfolio
                        Manager
                       David Reed
```

Service Management

Senior Project Manager
Tim Marshfield, PMP

Senior Project Manager
Lisa Wang, PMP

Project Manager
Sean Bioarski

Process Management

Leslie Tilton
Process Lead

Quality Assurance

Quality Assurance Lead
David McManus

Students
QA / Business Analysts

SLTS Organizational Structure

Application Services

Key Areas of Responsibility

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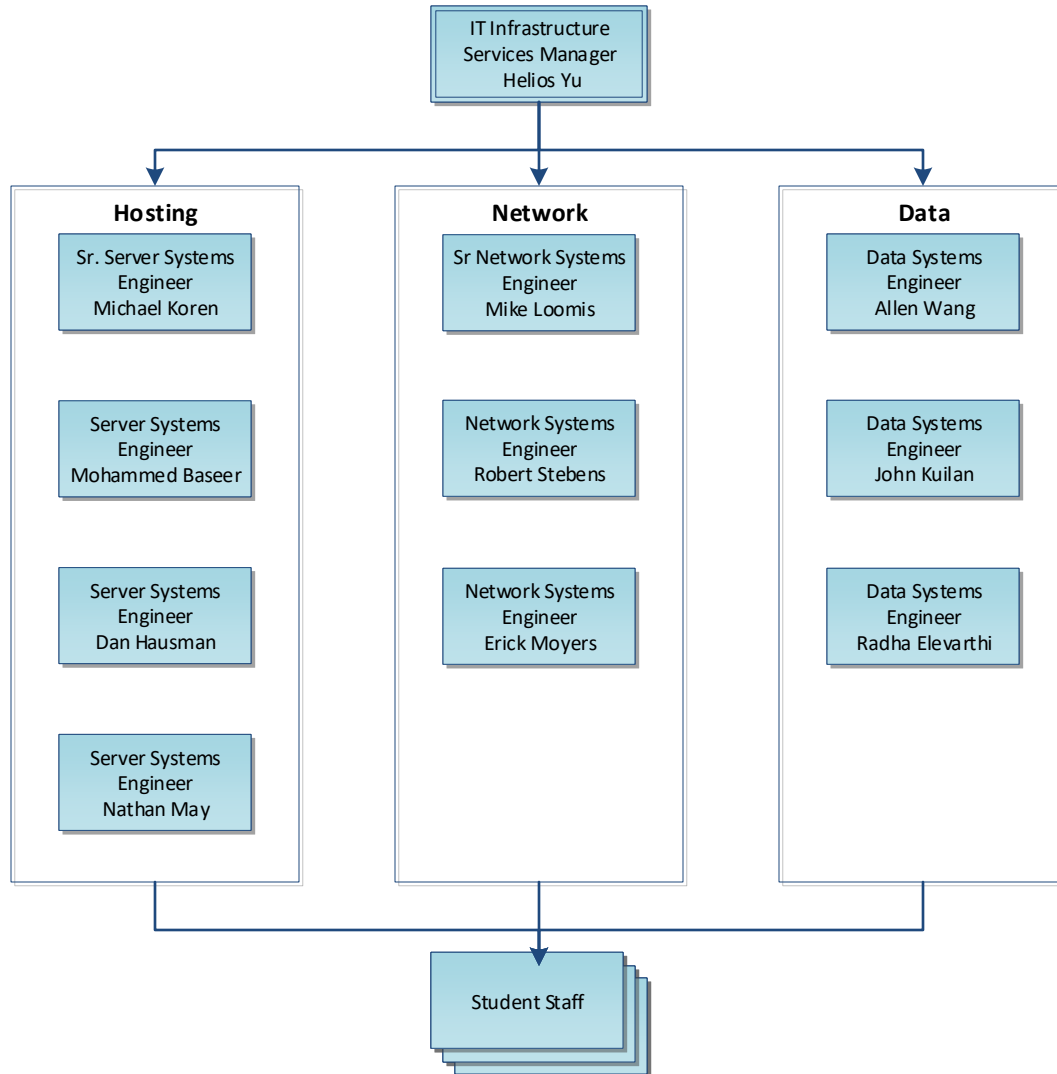- Product Support Planning and Delivery

Application Development
Manager
Jon Plante

Application Development

Sr. Developer
Ross Meloro

Developer
Jonathan Newnam

Developer
Grant Dennis

Developer
Josh Slaven

Developer
Troy Grigsby

Developer
Roman Lavochnik

Student Staff

SLTS Organizational Structure

Infrastructure Services

Key Areas of Responsibility

- Server / Data Center management
- Database 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
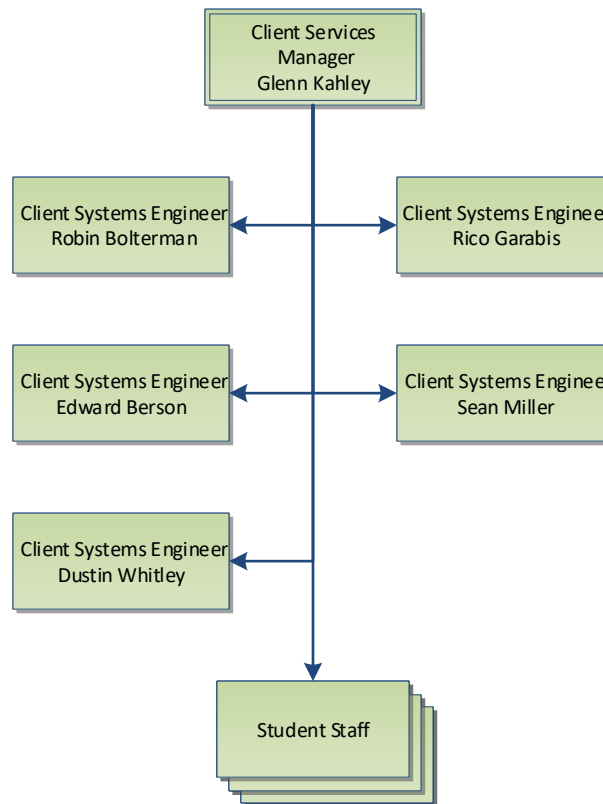- Wireless Connectivity (WIFI and Cellular)

IT Infrastructure Services Manager
Helios Yu

Hosting

Sr. Server Systems Engineer
Michael Koren

Server Systems Engineer
Mohammed Baseer

Server Systems Engineer
Dan Hausman

Server Systems Engineer
Nathan May

Network

Sr Network Systems Engineer
Mike Loomis

Network Systems Engineer
Robert Stebens

Network Systems Engineer
Erick Moyers

Data

Data Systems Engineer
Allen Wang

Data Systems Engineer
John Kuilan

Data Systems Engineer
Radha Elevarthi

Student Staff

Client 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
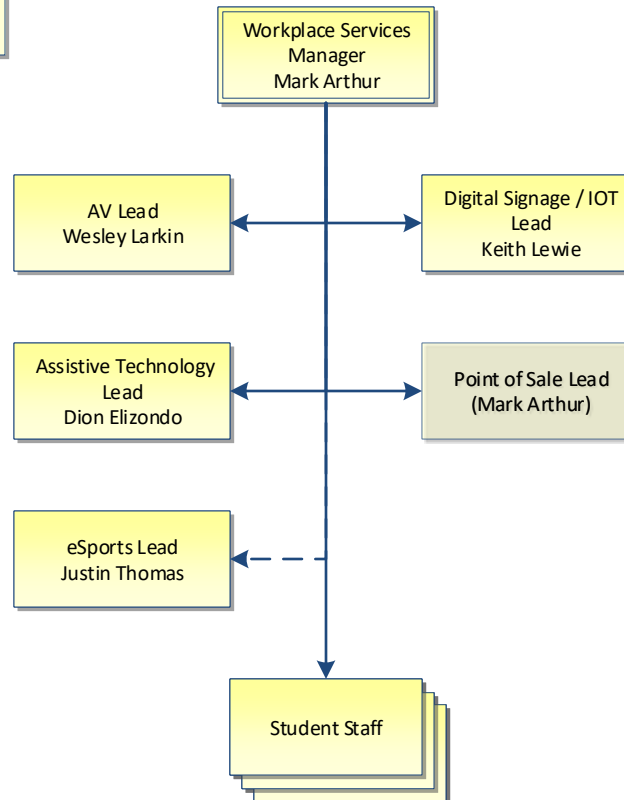- University Cellphone Support – Level 2

```
                    Client Services
                       Manager
                     Glenn Kahley


    Client Systems Engineer        Client Systems Engineer
       Robin Bolterman                 Rico Garabis


    Client Systems Engineer        Client Systems Engineer
       Edward Berson                   Sean Miller


    Client Systems Engineer
       Dustin Whitley


                      Student Staff
```

SLTS Organizational Structure

Workplace 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
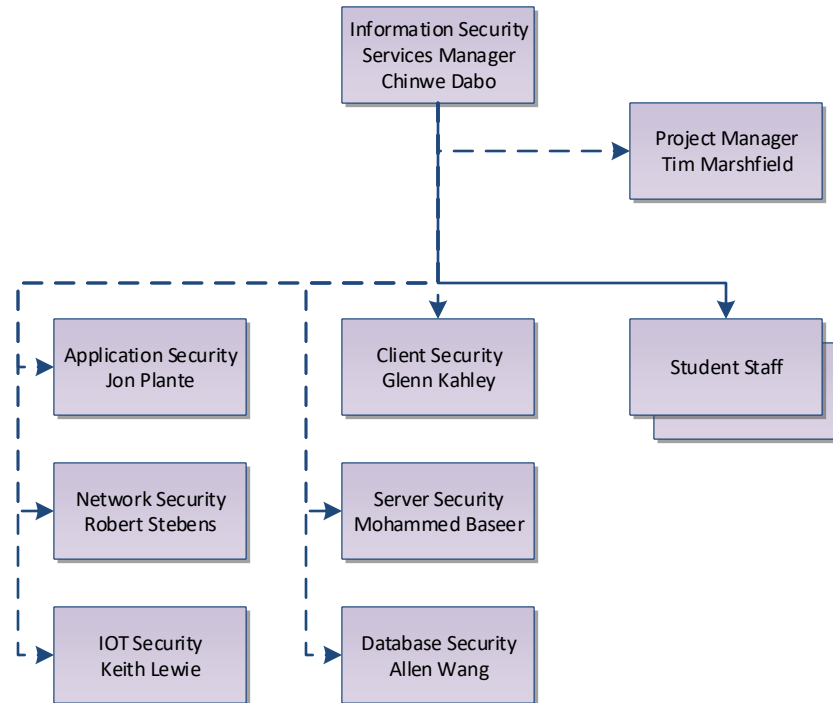- Embedded PC's – ex. X-Ray Machines,
- PC Lab Equipment

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                        Workplace Services
                             Manager
                            Mark Arthur


        AV Lead                        Digital Signage / IOT
      Wesley Larkin                            Lead
                                          Keith Lewie


    Assistive Technology                 Point of Sale Lead
           Lead                            (Mark Arthur)
       Dion Elizondo


       eSports Lead
       Justin Thomas


                          Student Staff
```

Information Security Services

Key Areas of Responsibility

- Regulation Compliance – PCI, HIPAA, etc.
- Information Risk Management Strategy
- Vulnerability management
- Security testing
- Security education
- Change Management
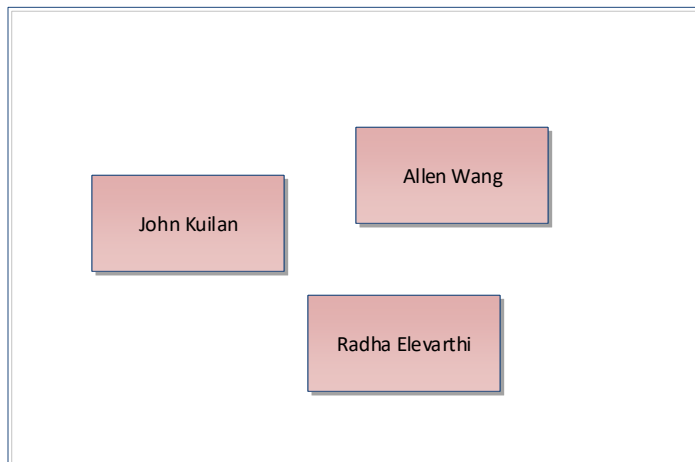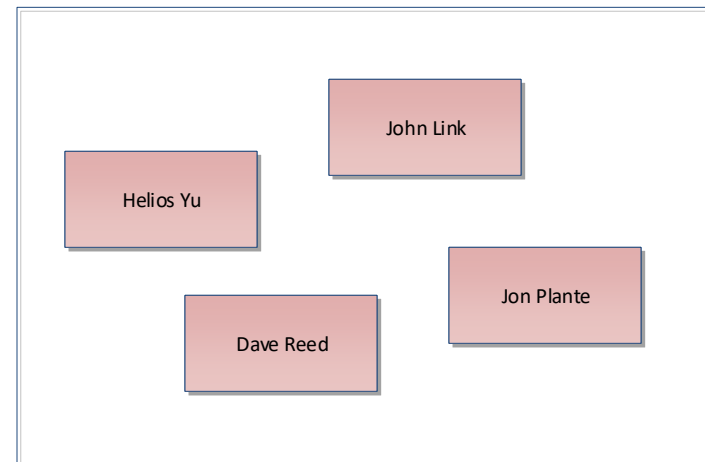
Information Security Services Manager
Chinwe Dabo

Project Manager
Tim Marshfield

Application Security
Jon Plante

Client Security
Glenn Kahley

Student Staff

Network Security
Robert Stebens

Server Security
Mohammed Baseer

IOT Security
Keith Lewie

Database Security
Allen Wang

SLTS Organizational Structure

Data Governance

Key Areas of Responsibility

- Master Data Management
- Data Integration Management
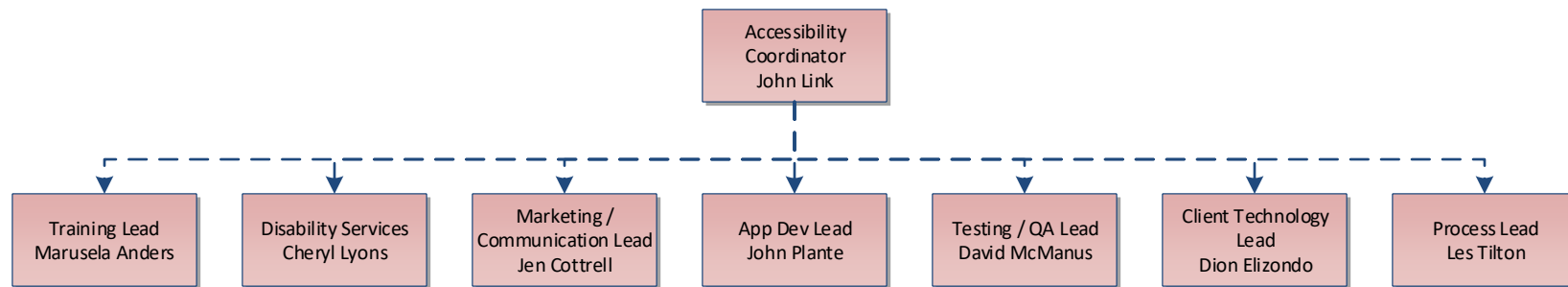- Data Architecture
- Data Models

Working Team

- Allen Wang
- John Kuilan
- Radha Elevarthi

Governance Team

- John Link
- Helios Yu
- Jon Plante
- Dave Reed

SLTS Organizational Structure

Accessibility Governance

Key Areas of Responsibility

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

Accessibility Coordinator
John Link

| Training Lead Marusela Anders | Disability Services Cheryl Lyons | Marketing / Communication Lead Jen Cottrell | App Dev Lead John Plante | Testing / QA Lead David McManus | Client Technology Lead Dion Elizondo | Process Lead Les Tilton |

SLTS Organizational Structure

Architecture