

Cise IT

CHRISSEY WILLOW ROTHGEB – 2017.04.17

Cise IT Mission, Vision, & Scope

- ▶ **Mission:** To provide the highest quality technical computing support to the College of Integrated Science and Engineering, its offices, classrooms, labs, and servers, and to the surrounding East Campus.
- ▶ **Vision:** We envision a learning environment in which technology is actively and proactively maintained in support of the curriculum and research needs of the college and departments we support.
- ▶ **Scope:** CISE and its departments, minor User Support needs on East Campus, and the campus-wide licenses and services supported directly by CISE.

Cise IT Support - Scope

- ▶ Server Infrastructure and Academic Server Support
 - ▶ Virtualization Systems, Backup, and Management Servers
 - ▶ Application, Licensing, Web, and Data
- ▶ Instructional, Project, and Research Lab Support
 - ▶ ISAT & Geography, IKM & IA, Production Systems, Instrumentation & Energy, Environment, IDLS, Engineering
 - ▶ Wind Energy, Engineering, TNS
 - ▶ Biotechnology
- ▶ Classroom & Conference Room Support

Cise IT Support - Scope

- ▶ License and Software Support
 - ▶ MSDN, VMware, Esri, SolidWorks, National Instruments, MatLab, SAS, SPSS, Maple, Mathematica
- ▶ Specialized User Support
 - ▶ Desktop and Applications
- ▶ Wireless & Lab Printing, Office Printing Support
 - ▶ Papercut for Students and Labs, Departmental Printers and Setup
- ▶ Special Project Support
 - ▶ Science on a Sphere, Small Wind Turbine Training Facility

Chrissy – Roles & Responsibilities

- ▶ Labs, Classrooms, & Server Support
 - ▶ Lab Image Creation, Deployment, and Maintenance
 - ▶ Microsoft Virtualization (Hyper-V) Specialization
 - ▶ Esri & SolidWorks Student Installs & Licensing
- ▶ Facility Electronic Locks Support
 - ▶ Configuration & Access Control
 - ▶ Physical Installation & Maintenance

Contact Support

- ▶ General Support: Cise-IT@jmu.edu
- ▶ Classroom Tech Support: 540/568-6799
- ▶ Offices: EnGeo Building, 2135-2152 Suite
- ▶ JMU Computing HelpDesk:
 - ▶ HelpDesk@jmu.edu
 - ▶ 540/568-3555

