Foundation IT Software Support Matrix
5/1/2021

IT Staff List

Randy Townsend - Director of IT

Joe Bustamante - IS Analyst

Al Padilla - IS Analyst

Damien Deocales - Housing Technology Manager

Joseph Kamansky - Information Security Analyst

Open - Card Office Technician (Odyssey)

Drake Gutierrez - PC Support Specialist

Other Technical Support Staff (dotted line)

Debra Chavez - Financial Analyst (OneSolution)

Kenton Tse - Micros Reports/FileMaker Support

Alex Hernandez - Web Master

Brian Fetterman - Bookstore Support

Kevin Jensen - PrismRBS Support

Steve Whippie - Facilities AC Support

Tanya Tardd - Dining FMS Coordinator

Service Level Targets -->

Software	Primary	Secondary	Priority	Call Back Time (Max)	Notes
Act!	Joe	Joseph	2		KW - Sales Contacts
Adobe	Joe	Joseph	3		PDFs, AdobeSign
BackupExec	Joe	Al	2		Backups
C-store/Micros	Al	Joseph	1	1 Hour*	POS Systems
Clover	Al	Joseph	1	1 Hour*	POS Systems
Coalfire	Al	Joseph	3		PCI Scanning
Concur	Joe	Randy	2		Travel Expense Management
CradlePoint	Al	Joseph	1	1 Hour*	Mobile POS Support
Credit Card Readers	Al	Debra	1	1 Hour*	FreedomPay, Shift4, Wfargo
Desktop Software	Joseph	Al	2		New Installs, Upgrades
DocMall	Joe	Al	2		Archive Library
E-mail Services	Joe	Randy	2		Forwarding, Webs, Group box
EMS	Joe	Al	2	2 Hour	KW - Conference Booking
FileMaker	Joe	Kenton	2		FileMaker UV Frontend
File Security	Joe	Al	2		File servers - shares/files
Fusion	Tanya	Al	2		CBORD Food system
Global Backup	Joe	Joseph	2		Disaster Recovery
Group Policy	Joe	Joseph	1		Security
Honeywell	Steve	Joe	1	1 Hour*	KW - HVAC
IdentifyFinder	Al	Joe	2		SSN scanning
Iron Mountain	Joe	Joseph	2		Disaster Recovery
Java	Joe	Joseph	3		Scripting
WorkforceReady	Joe	Randy	1	1 Hour	Payroll and biometrics

MalwareBytes	Al	Joseph	2		Spamware scanner
ManagerPlus	Joe	Al	2		Facilities Work Orders
McAfee	Al	Joseph	2		Anti-virus Security
MiniPC/Thin Clients	Joseph	Joe	2		Workstation Security
Mobile Devices	Joseph	Joe	2	1 Hour*	Tablet Security
Network Outages	Joe	Al	1	1 Hour*	University supported
OneSolution	Debra	Joe	1	2 Hour	Financial System
PDFCompressor	Alex	Joe	2		Micros Reports
PDFCreator	Al	Joseph	2		Micros Reports
Printers/Scanners	Joseph	Drake	3		Hardware
Rapid7	Joe	Joesph	2		Security Monitoring
RDP	Al	Joe	1	1 Hour*	KW - Hotel Managerment
Series25	Joe	Randy	2		Events Management
Server Software	Joe/Al	Joseph	2		New Installs, Upgrades
SolarWinds - RMM	Joe	Joseph	2		Remote Wrkstn. Updates
SP/Patches - Server	Joe	Joseph	3		Server and Wrkstn. Updates
SP/Patches - Wkstn	Joseph	Joe	3		Server and Wrkstn. Updates
SQL	Joe	Al	2		Databases
SSL	Joe	Al	2		Certificates
StarRez	Damien	Joe	1	1 Hour*	Housing System
SubShop	Al	Joseph	1	1 Hour*	Subway POS
SysLogs	Joe	Joseph	2		Log Management
Tableau	Joe	Kenton	3		Analytics reporting
Track-it	Joe	Joseph	3		Work Order-Helpdesk
Varonis	Joseph	Al	2		Audit/Monitoring
Video	Joe	Joseph	2		Camera Security
Vmware	Joe	Al	1	2 Hour	Virtual Infrastructure
WebSites	Alex	Joe	2		Web content/compliance
Windows IDs	Joe	Joseph	2	2 Hour	Setup, Security, Passwords
Windows Deployment Server	Joseph	Joe	2		Server deployment
Windows Update Server	Joseph	Joe	2		Server and Wrkstn. Updates
WinPrism	Kevin	Joe	1	1 Hour*	Bookstore POS/Inventory

* Note: Targeted service level response times will be longer for after hours and weekends.