

Foundation IT Software Support Matrix 12/15/2015

IT Staff List

Randy Townsend - Director of IT

Joe Bustamante - IS Analyst

Derek Davis - IS Analyst

Terence Diep - Systems Administrator

Other Support Staff

Debra Chavez - Financial Analyst (SunGard)

Donna Bebensee - Office Systems Manager (Odyssey)

Alicia Smith - POS/MyMicros Support

Alex Hernandez - Web Master

Owen Caldwell - U-village PC Support

Brian Fetterman - Bookstore Support

Raul Partida - Facilities AC Support

Brian Keteslyn - Sodexo FMS Support

Service Level Targets -----> **Call Back**

Software	Primary	Secondary	Priority	Time (Max)	Notes
Act!	Joe	Terrence	2		KW - Sales Contacts
Adobe	Joe	Terrence	3		
SunGard	Debra	Joe	1	2 Hour	Debra Chavez
Micros	Derek	Donna	1	1 Hour*	Donna Bebensee
RMS	Derek	Terrence	1	1 Hour*	
Desktop Software	Terrence	Derek	2		New Installs, Upgrades
DocMall	Joe	Derek	2		Archive Library
ECRS	Derek	Terrence	1	1 Hour*	POS
E-mail Services	Joe	Randy	2		Forwarding, Webs, Group box
EMS	Joe	Derek	2	2 Hour	KW - Conference Booking
File Security	Joe	Derek	2		File servers - shares/files
FileMaker	Owen	BrianF	2		FileMaker UV Frontend
Foundstone	Derek	Terrence	3		PCI Scanning
Global Backup	Terrence	Joe	2		Disaster Recovery
Group Policy	Joe	Derek	1		Security
Honeywell	Raul	Joe	1	1 Hour*	KW - HVAC
IdentifyFinder	Derek	Joe	2		SSN scanning
Iron Mountain	Terrence	Joe	2		Disaster Recovery
Java	Joe	Terrence	3		
Kronos	Joe	Randy	1	1 Hour	Improvizations and biometrics
MalwareBytes	Derek	Joe	2		Spamware scanner
ManagerPlus	Joe	Derek	2		Facilities Work Orders
McAfee	Derek	Joe	2		Security
MiniPC/Thin Clients	Terrence	Derek	2		
Mobile Devices	Joe	Derek	2	1 Hour*	

Network Outages	Joe	Derek	1	1 Hour*	University supported
PDFCompressor	Alex	Joe	2		
PDFCreator	Derek	Terrence	2		Micros Reports
Printers/Scanners	Terrence	Derek	3		
RDP	Derek	Joe	1	1 Hour*	KW - Hotel Managerment
Server Software	Joe	Derek	2		New Installs, Upgrades
Sodexo	BrianK	Derek	2		Sadexo FMS system
SP/Patches - Server	Derek	Joe	3		
SP/Patches - Wkstn	Derek	Terrence	3		
SQL	Joe	Derek	2		
SSL	Joe	Derek	2		
StarRez	Owen	Joe	1	1 Hour*	Owen Caldwell
SubShop	Derek	Terrence	1	1 Hour*	POS
Symantec	Derek	Joe	2		Backups
SysLogs	Terrence	Derek	2		
Tableau	Joe	Randy	3		
Track-it	Derek	Joe	3		Helpdesk
Video	Joe	Randy	2		Security
Vmware	Joe	Derek	1	2 Hour	
Windows IDs	Derek	Joe	2	2 Hour	Setup, Security, Passwords
WebSites	Alex	Joe	2		
Windows Update Server	Derek	Joe	2		Server and Wrkstn. Updates
WinPrism	Kevin	Joe	1	1 Hour*	Kevin Jensen

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