

# Foundation IT Software Support Matrix

9/1/2020

## IT Staff List

Randy Townsend - Director of IT

Joe Bustamante - IS Analyst

Al Padilla - IS Analyst

Damien Deocales - Housing Technology Manager

Juan Robles - IS Analyst

Open - Card Office Technician (Odyssey)

Open - PC Support Specialist

## Other Technical Support Staff (dotted line)

Debra Chavez - Financial Analyst (OneSolution)

Open - Office Systems Manager (Odyssey)

Kenton Tse - Micros Reports/FileMaker Support

Alex Hernandez - Web Master

Brian Fetterman - Bookstore Support

Kevin Jensen - PrismRBS Support

Steve Whippie - Facilities AC Support

Claudia Aguilar - Dining FMS Coordinator

Service Level Targets ----->

Call Back

Software	Primary	Secondary	Priority	Time (Max)	Notes
Act!	Joe	Juan	2		KW - Sales Contacts
Adobe	Joe	Juan	3		PDFs, AdobeSign
BackupExec	Joe	Al	2		Backups
C-store/Micros	Al	Juan	1	1 Hour*	POS Systems
Clover	Al	Juan	1	1 Hour*	POS Systems
Coalfire	Al	Juan	3		PCI Scanning
Concur	Joe	Randy	2		Travel Expense Management
CradlePoint	Al	Juan	1	1 Hour*	Mobile POS Support
Credit Card Readers	Al	Debra	1	1 Hour*	FreedomPay, Shift4, Wfargo
Desktop Software	Juan	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	Claudia	Al	2		CBORD Food system
Global Backup	Joe	Juan	2		Disaster Recovery
Group Policy	Joe	Juan	1		Security
Honeywell	Steve	Joe	1	1 Hour*	KW - HVAC
IdentifyFinder	Al	Joe	2		SSN scanning
Iron Mountain	Joe	Juan	2		Disaster Recovery
Java	Joe	Juan	3		Scripting
Kronos	Joe	Randy	1	1 Hour	Payroll and biometrics
MalwareBytes	Al	Juan	2		Spamware scanner
ManagerPlus	Joe	Al	2		Facilities Work Orders
McAfee	Al	Juan	2		Anti-virus Security
MiniPC/Thin Clients	Juan	Joe	2		Workstation Security
Mobile Devices	Juan	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	Juan	2		Micros Reports
Printers/Scanners	Juan	Al	3		Hardware
RDP	Al	Joe	1	1 Hour*	KW - Hotel Management
Series25	Joe	Randy	2		Events Management
Server Software	Joe/Al	Juan	2		New Installs, Upgrades
SP/Patches - Server	Joe	Juan	3		Server and Wrkstn. Updates
SP/Patches - Wkstn	Juan	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	Juan	1	1 Hour*	Subway POS
SysLogs	Joe	Juan	2		Log Management
Tableau	Joe	Kenton	3		Analytics reporting
Track-it	Joe	Juan	3		Work Order-Helpdesk
Varonis	Juan	Al	2		Audit/Monitoring
Video	Joe	Juan	2		Camera Security
Vmware	Joe	Al	1	2 Hour	Virtual Infrastructure
WebSites	Alex	Joe	2		Web content/compliance
Windows IDs	Joe	Juan	2	2 Hour	Setup, Security, Passwords
Windows Deployment Server	Juan	Joe	2		Server deployment
Windows Update Server	Juan	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.