

## Foundation IT Software Support Matrix 3/1/2018

### IT Staff List

Randy Townsend - Director of IT

Joe Bustamante - IS Analyst

Al Padilla - IS Analyst

Damien Deocales - Housing Technology Manager

Juan Robles - Systems Administrator

### Other Technical Support Staff (dotted line)

Debra Chavez - Financial Analyst (Superion)

Donna Bebensee - Office Systems Manager (Odyssey)

Kenton Tse - Micros Reports/FileMaker Support

Alex Hernandez - Web Master

Brian Fetterman - Bookstore Support

Raul Partida - 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		
SunGard	Debra	Joe	1	2 Hour	Debra Chavez
Micros	Al	Donna	1	1 Hour*	Donna Bebensee
RMS	Al	Juan	1	1 Hour*	
Desktop Software	Juan	Joe	2		New Installs, Upgrades
DocMall	Joe	Al	2		Archive Library
ECRS	Al	Joe	1	1 Hour*	POS
Credit Card Readers	Al	Joe	1	1 Hour*	FreedomPay, Shift4, Wfargo
CradlePoint	Al	Joe	1	1 Hour*	Mobile POS Support
E-mail Services	Joe	Randy	2		Forwarding, Webs, Group box
EMS	Joe	Al	2	2 Hour	KW - Conference Booking
File Security	Joe	Al	2		File servers - shares/files
FileMaker	Joe	Kenton	2		FileMaker UV Frontend
FMS	Al	Juan	2		Cbord FMS system
Coalfire	Al	Joe	3		PCI Scanning
Global Backup	Joe	Juan	2		Disaster Recovery
Group Policy	Joe	Al	1		Security
Honeywell	Raul	Joe	1	1 Hour*	KW - HVAC
IdentifyFinder	Al	Joe	2		SSN scanning
Iron Mountain	Joe	Juan	2		Disaster Recovery
Java	Joe	Juan	3		
Kronos	Joe	Randy	1	1 Hour	Improvizations and biometrics
MalwareBytes	Al	Joe	2		Spamware scanner
ManagerPlus	Joe	Al	2		Facilities Work Orders

McAfee	Al	Joe	2		Security
MiniPC/Thin Clients	Joe	Juan	2		
Mobile Devices	Joe	Juan	2	1 Hour*	
Network Outages	Joe	Al	1	1 Hour*	University supported
PDFCompressor	Alex	Joe	2		
PDFCreator	Al	Juan	2		Micros Reports
Printers/Scanners	Juan	Al	3		
RDP	Al	Joe	1	1 Hour*	KW - Hotel Managerment
Server Software	Joe	Al	2		New Installs, Upgrades
SP/Patches - Server	Joe	Al	3		
SP/Patches - Wkstn	Joe	Juan	3		
SQL	Joe	Al	2		
SSL	Joe	Al	2		
StarRez	Damien	Joe	1	1 Hour*	Housing System
SubShop	Al	Juan	1	1 Hour*	POS
Symantec	Al	Joe	2		Backups
SysLogs	Joe	Juan	2		
Tableau	Joe	Kenton	3		
Track-it	Joe	Juan	3		Helpdesk
Varonis	Joe	Al	2		Audit/Logging
Video	Joe	Randy	2		Security
Vmware	Joe	Al	1	2 Hour	
Windows IDs	Joe	Juan	2	2 Hour	Setup, Security, Passwords
WebSites	Alex	Joe	2		
Windows Update Server	Joe	Juan	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.