

Damien Deocales - Housing Technology Manager

Joseph Kamansky - Information Security Analyst

Justin Alvarez - POS Technician

Kate Yuan - PC Support Specialist

Tyler Brown - PC Support Specialist

Other Technical Support Staff (dotted line)

Lisette Gutierrez - Financial Analyst (OneSolution)

Ramon Gomez - Cognos Reports/OneSolution

Alex Hernandez - Web Master

Brian Fetterman - Bookstore Support

Kevin Jensen - PrismRBS Support

Juan Ruiz - Facilities AC Support

Service Level Targets ----->

Software	Primary	Secondary	Priority	Time (Max)	Notes
1Password	Joseph	Joe	1		Password Manager
Act!	Joe	Joseph	3		KW - Sales Contacts - cppfwapp
Adobe CC	Joe	Joseph	2		PDFs, AdobeSign
Atrium	Al	Justin	1		Bronco OneCard application
Card Printing	Al	Justin	1		OneCard printing processes.
Clover	Al	Justin	1	1 Hour*	POS Systems
Concur	Joe	Joseph	2		Travel Expense Management
CradlePoint	Al	Justin	1	1 Hour*	Mobile POS Support
Credit Card Readers	Al	Justin	1	1 Hour*	FreedomPay, Shift4, Wfargo
Culinary Digital	Justin	Al	2		CBORD Food system
Dameware	Joe	Joseph	2		Remote Access for IT use.
Desktop Software Installs	Joseph	Joe	2		New Installs, Upgrades
DocuSign	Damien	Joe	2		Used with StarRez
DocuWare	Joe	Al	2		Archive Library
E-mail Services (Group Mailboxes)	Joe	Al	2		Forwarding, Webs, Group box
EMS	Joe	Al	2	2 Hour	KW - Conference Booking
File Security	Joe	Al	2		File servers - shares/files
FileMaker	Joseph	Joe	2		FileMaker UV Frontend
Global Backup	Joe	Joseph	1		Disaster Recovery
Group Policy	Joe	Joseph	1		Security
Honeywell	Juan	Joe	2	1 Hour*	KW - HVAC
Iron Mountain	Joe	Al	2		Disaster Recovery
Java	Joseph	Joe	3		Scripting
Logical Solution	Al	Joseph	1	1 Hour*	KW - Hotel Management
ManagerPlus	Damien	Joe	1		Facilities Work Orders
Mashgin	Justin	Al	2		POS System
McAfee	Joseph	Joe	2		Anti-virus Security
MegaPlan IT (PCI Compliance)	Al	Joseph	2		PCI Scanning
Mobile Devices (RMM)	Joseph	Joe	2	1 Hour*	Mobile Device Management
Network Outages	Joe	Al	1	1 Hour*	University supported
OneSolution	Ramon	Joe	1	2 Hour	Financial System
PDFCompressor	Alex	Joe	2		Micros Reports - cppfvmap2
PDQ	Joseph	Joe	2		Software deployment software
Printers/Scanners	Joseph	Justin	2		Hardware
Rapid7	Joseph	Joe	2		Security Monitoring
RKR Micros	Al	Justin	1	1 Hour*	POS Systems
Security Cameras	Al	Damien	2		Camera Security
Series25	Joe		2		Events Management
Server Certs	Joe	Al	2		Certificates
Server Software	Joe	Al	2		New Installs, Upgrades
SIEM	Joseph	Joe	1		Security Information and Events Management
SolarWinds - RMM	Joseph	Joe	2		Remote Wrkstn. Updates
SP/Patches - Server	Joseph	Joe	2		Server and Wrkstn. Updates
SP/Patches - Wkstn	Joseph	Joe	2		Server and Wrkstn. Updates
SQL	Joe	Al	2		Databases
StarRez Portal X	Damien	Joe	1	1 Hour*	Housing System
Subway POS	Al	Justin	1	1 Hour*	Subway POS
Tableau	Joe	Ramon	3		Analytics reporting
Track-it	Joseph	Joe	3		Work Order-Helpdesk
UKG WorkforceReady (Kronos)	Joe	Al	1	1 Hour	HR, Payroll and Time Management including Timeclocks
Varonis	Joseph	Al	2		Audit/Monitoring
Vmware	Joe	Joseph	1	2 Hour	Virtual Infrastructure
WebSites	Alex	Joe	2		Web content/compliance
Windows Deployment Server	Joseph	Tyler	2		Server deployment
Windows IDs	Joe	Joseph	2	2 Hour	Setup, Security, Passwords
Windows Update Server	Joseph	Joe	2		Server and Wrkstn. Updates
WinPrism	Kevin	Al	1	1 Hour*	Bookstore POS/Inventory

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