

# UNIVERSITY COUNCIL

September 14, 2015



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INFORMATION TECHNOLOGY  
SERVICES

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EAST TENNESSEE STATE UNIVERSITY



# INFORMATION TECHNOLOGY SERVICES

## UPDATE

Academic Technology Support

Digital Media Services

Instructional Television

Online Marketing

Information Systems

Networking and Telecommunications

Customer Support

Special Projects

Server Systems

User Services



# ORGANIZATION

- ITS Score Analysis
- Gartner
- TBR and UT
- THEC Peers



# INFORMATION TECHNOLOGY SERVICES HELP DESK

**Now Located in Sherrod Library!!**

## **Currently**

- Separate student and faculty help desks
- 7:30 am – 8:30 pm support
- Phone - 439-4648
- Email – [itshelp@etsu.edu](mailto:itshelp@etsu.edu)

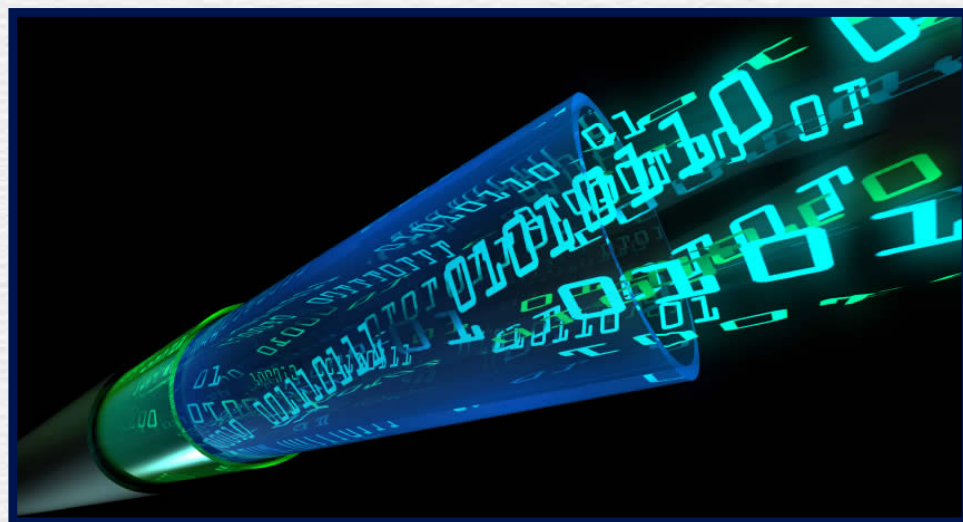
## **Additional Services Coming Soon!**

- Live chat for computer assistance
- Self-service ticket entering online
- Update space
- Formal Announcement
- Survey Revision



# NETWORKING AND TELECOMMUNICATIONS

- Redundant Internet Connectivity
  - Tennessee State Network NET-TN (1.0 Gb/sec)
  - Private ISP MountaiNet (700 Mb/sec)
- Upgraded Packet Shaper
- Wireless
  - Two SSID's – ETSU in Admin Buildings / ETSURESNET in Residence Halls
  - 1,800 Access points – 400 oldest upgraded Summer 2015
  - Common outdoor areas
  - Indoor areas covered





# NETWORKING AND TELECOMMUNICATIONS

- Telephones
  - VoIP Conversion
    - completed Summer 2015
    - 2500 phones
  - Local Lines
  - Long Distance





# SERVER SYSTEMS

- Thin Client Phase Out
  - Math
  - Psychology
  - English
  - 3 years
- Virtual Computer Lab
- Exploring Options
- Penetration Testing

