

# TECHNOLOGY SYSTEMS DIVISION

## Annual Report Supplement

### DIVISION OVERVIEW, FY2014

The **Technology Systems Division (TSD)** of George Mason University provides technology infrastructure, strategic business resources, and computing services to the entire university community. The mission of TSD is to advance the institution's strategic goals, to support learning, enable scholarly endeavors, and improve institutional management. To accomplish this mission, TSD staff is committed to outstanding customer service and to ensuring the reliability, availability, and continuity of critical IT resources for community members and through select academic and corporate partnerships.

The Technology Systems Division consists of six departments.

Together, these departments provide the leadership and expertise necessary to maintain the division's successful track record as a reliable provider of IT services and a university resource valued for its focus on end-user satisfaction, innovative business strategies, operational efficiencies, service management best practices, and cross-functional collaboration.

**Client Relations** supports the measurement, evaluation, and documentation management related to Service Level Agreements (SLAs), Operational Level Agreements (OLAs), and Memorandums of Understanding (MOUs). The department also facilitates cross-university relationships and communication about important TSD projects and events within TSD and the Mason community. It supports several communication sources including the IT Services Alerts and Outages page and the ITU Maintenance Calendar.

**Database Application Services (DAS)** plans, implements, and maintains integrated and distributed information systems and associated databases in support of the business needs of Mason. Services are provided through five groups within DAS: Administrative Applications, Database Support, Data Mart and Business Intelligence (BI) Support, Portal and Web Applications, and Application Integration. Primary services include Business Intelligence reporting and support, data warehousing (data marts), application integration, architectural standards, application administration, Banner ERP and SIS (Enterprise Resource Planning and Student Information Software), Database and middleware administration, and specialized web applications.

Full-time Equivalency  
Employees

152.5

Student Resident  
Technicians

29

Student Employees

15

**Enterprise Servers and Messaging (ESM)** is comprised of four groups: Enterprise Messaging, Engineering & Architectural Support, Server Support Group, and Systems Engineering. Together, these groups acquire, install, implement, and maintain systems for administrative support, academic research and instruction, and electronic messaging. Departmental activities include enterprise server support, systems engineering, systems administration, storage administration, data-file backups, restore and replication, systems security, electronic mail processing, and disaster recovery.

**Information Technology Process & Planning (ITPP)** has primary responsibility for the analysis, design and improvement of IT service management processes and the coordination of strategic plans for IT infrastructure and architecture. The department partners with the University Facilities division to incorporate IT requirements into capital projects, and works closely with other ITU departments to define and document technology strategies and promote consistent policies and processes across the ITU.

**Network Engineering and Technology (NET)** designs, builds, and maintains the telecommunications networks that enable Mason's data, voice, and video services. The department also evaluates and implements new communications technologies that support and enhance the goals of the University. NET is comprised of five units: Advanced Network Technologies, Network Engineering, Network Infrastructure, Network Operations, and Telecom Administration.

**Technology Support Services (TSS)** is a customer-facing and customer-service focused department that provides first and second tier technical support for the Mason community. The department is organized into four groups: the ITU Support Center, TSS Desktop, TSS Logistics, and Data Center Operations. These groups provide support for the various university technologies including microcomputers, mobile devices, system monitoring, maintenance, software, and enterprise backups. TSS staff also lead or participate in critical projects and researching technologies and methods that will improve support services and delivery.

The division's website (<http://tsd.gmu.edu>) provides additional information on its mission and respective departments. In addition, the IT Services website (<http://itservices.gmu.edu>) provides a comprehensive catalog of services currently offered or supported by the division. An organizational chart of TSD directors and managers as of June 30, 2014 follows.

FY2014 Key Initiatives

8

FY2014 Major Projects

82

State, National &  
International Affiliations

23

Advanced Certifications

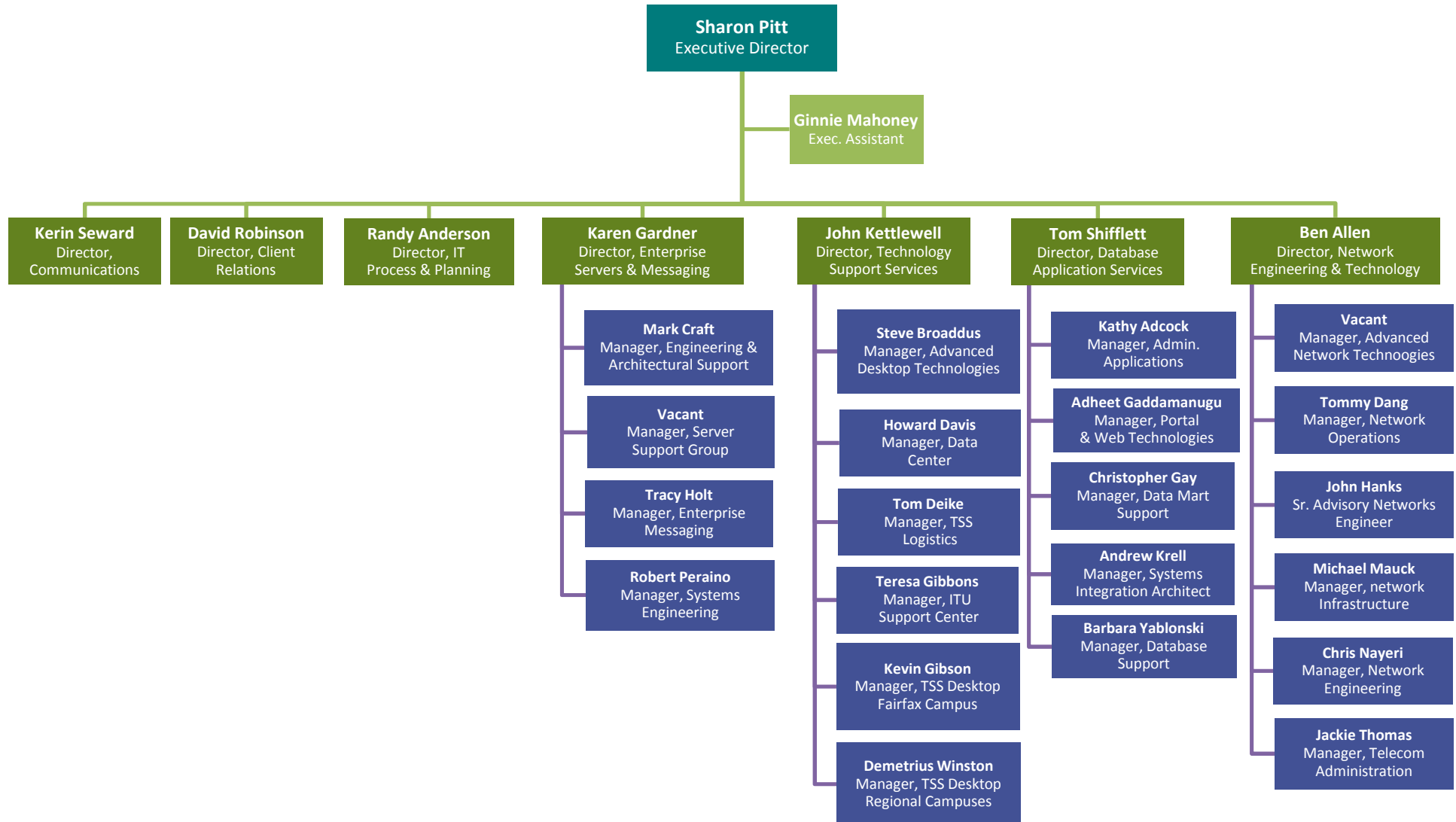
21

Caught in the Act Awards

42

# TSD Organizational Chart

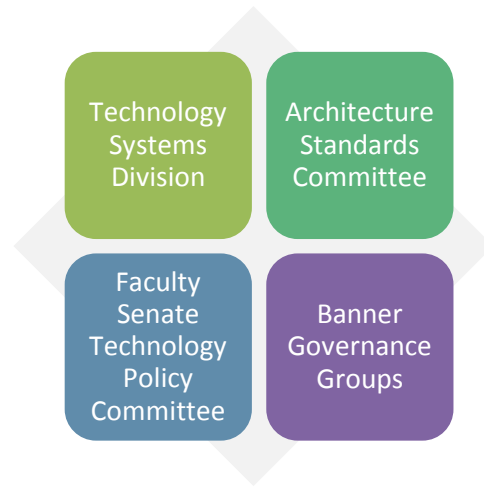
Directors & Managers (6.30.2014)



In addition to collaborating with its sister divisions in the ITU, TSD works closely with five IT governance groups: the Architecture Standards Committee (ASC), the Faculty Senate Technology Policy Committee (FSTPC), and three Banner Governance groups. These groups provide insight for TSD decision-making and direction for the division's development of IT strategies, policies, priorities, and services. Brief descriptions are below.

The **Architecture and Standards Committee (ASC)** is responsible for reviewing, verifying compliance with, and providing recommendations on software and hardware procurement projects across Mason.

**Faculty Senate Technology Policy Committee (FSTPC)** advises the Vice President of Information Technology and other administrators in four key IT areas: (1) investing in and implementing computer-based technologies that impact educational techniques; (2) developing new computer-based educational techniques and research capacities; (3) creating a technology budget that reflects the FTSPC's recommendations and faculty position on allocations to programs and/or individuals; and (4) reviewing and maintaining an equitable intellectual property rights policy for faculty.



Three Banner Governance groups provide guidance and counsel to TSD's Banner related decisions:

- **Portfolio Governance Council (PGC)** guides and oversees the implementation and adoption of the Banner Suite and related administrative applications.
- **Portfolio Evaluation Committee (PEC)** aligns project management of the Banner suite and related administrative applications with Mason's institutional objectives, maximizes the benefits derived from these applications, and supports the efficient use of enterprise-wide ITU resources in pursuit of common goals.
- **Project Coordination Sub-Committee (PCS)** communicates and coordinates with Banner functional offices, the Information Technology Unit, and other stakeholders in the university community on the management of the Banner suite of systems and ITU projects that impact Banner or functional operations.

The figure on the following page illustrates TSD's relationship with its sister divisions and the institution's IT governance structure.

# Technology Systems Division—Relationship Map

