

Integrated Infrastructure Services

DEPARTMENT OVERVIEW

Service Areas:

1. IT Enterprise Operations
 - a. Enterprise/Desktop Services
 - i. Field Service
 - ii. Installation, Move, Add, Change
 - iii. Software Deployment, Evaluation, and Configuration/Testing
 - b. Help Desk
 - c. A/V Media Support
2. Voice and Network Services
 - a. WAN/LAN & Wireless Network Services
 - b. VoIP Services
3. Systems Administration
 - a. Network account provisioning
 - b. Server support
 - c. Enterprise Application Services

General Information:

Infrastructure Facts:

- WAN Architecture
 - Switched Ethernet
 - Lease GigaMan Service from AT&T
 - 1 GB point-to-point connection to each campus/location
 - 100 MB Connectivity to the Desktop
- Internet Connectivity
 - 500 MB internet connection (Time Warner Telecom)

Help Desk

- Manning: 6 Specialists, 1 Senior Specialist
- 70,000 workorders processed per year
- Heat call ticketing system (ver 8.0)

Audio Visual/Media

- Manning: 3 AV Technicians, 1 Event/Media Specialist, 1 Video Systems Specialist
- Trouble shoot/repair all district A/V equipment (e.g. overhead projectors, TVs, stereo, mixing boards, karaoke machines, etc.)
- Authorized LG/Zenith warranty repair center
- Authorized Epson projector warranty repair center
- Provide augmented sound/multimedia support for District Special Events (e.g. Graduations, Convocations, Banquets, Board Meetings, etc.)

WAN/LAN and Wireless Network Services

- Manning: 5 Specialists, 1 Wireless Engineer, 1 Manager
- Maintain District LAN/WAN connectivity
 - 3,000+ Cisco switches across District
 - Wireless connectivity
 - Cisco Wireless (Thick Access Point): Legacy Portable equipment
 - Aruba (Controller-Based Thin AP):
 - Business Careers HS 1-to-1 initiative
 - District-wide Wireless LAN initiative
 - Wireless LAN at each campus
 - 6,000 Aruba AP's

VoIP Services

- Manning: 1 Coordinator, 1 Manager, 1 Systems Administrator, 3 Technicians
- Administer District VoIP System and Services (11,000+ VoIP Telephones)
- Trouble shoot repair District's remaining copper telephone lines (emergency lines, fax machines, alarm system, etc.)

Systems Administration

- Over 300 servers supported
- Maintain 99.99% availability

Novell/Microsoft

- Manning: 14 System Administrators, 1 Network Architect, 1 Manager
- Manages District File and Print services
- Support all Network (Operational and Instructional) Applications:
 - Operational (examples):
 - Novell Netware
 - Microsoft/Active Directory
 - Groupwise (E-mail)
 - iTCCS (Student/HR/Business System)
 - Cognos
 - Lockwood Asset Tracker
 - BEHRT
 - Instructional (examples)
 - Discovery Learning/United Streaming
 - Riverdeep
 - Plato
 - Read180
 - Orchard
 - FitnessGram
 - Gradebook

Unix/Enterprise Storage

- Manning: 5 System Administrators, 1 Manager
- Manage AIX/Unix systems (Cafeteria, Library, Lotus Notes, Learning Management System)
- SAN Administration: Xiotech Magnitude 3000 (20 TB SAN)
- Email Administration

- Block more than 500K Spam emails per month
- Process 40,000+ emails through NISD gateway daily

Enterprise/Desktop Services

- Manning: 35 Technicians/Specialists (various levels), 1 Manager
- Provide myriad of Desktop Services support to include field service support for small computer repair to all district sites--35,000 workstations/laptops
- Augment network services and systems administration staff as needed
- Authorized Dell, HP, and Gateway Warranty Repair Center