



Office of Information Technology  
**Service Catalog**  
FY2015



# Office of Information Technology

# **Service Catalog**

## FY2015

### [Table of Contents](#)

Accounts & Passwords .....	3
Administrative.....	4
Business Tools and Services.....	5
Connectivity/Networks .....	8
Customer Services .....	9
Instructional Learning Tools and Services .....	11



## Accounts & Passwords

### **Active Directory**

Microsoft's directory service is a centralized, standardized system that automates network management of user data, security and distributed resources, while enabling interoperation with other directories

### **Authentication**

Provides authentication and authorization services via the Hocking account for Hocking students, faculty, staff and other affiliates

Domain name management

### **Gmail**

Hocking College provides a Gmail email account to every student, faculty and staff member for use while enrolled or employed with the College. Forwarding services are provided after graduation or employment for an indefinite amount of time. Your Gmail account also allows you to have access other Google services, such as Google Drive, Calendar, Talk and more.

### **LDAP/LDAPS (Lightweight Directory Access Protocol)**

A software protocol for enabling anyone to locate organizations, individuals, and other resources such as files and devices in a network, whether on the public Internet or on a corporate intranet

### **User Provisioning**

Creating, distributing, and securing authentication accounts to Hocking students, faculty, staff and other affiliates

### **Moodle**

Currently, Hocking College uses Moodle as a Learning Management System (LMS). Moodle is a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalized learning environments.



## Administrative

### **AutoCad Documentation**

The OIT office serves as the central repository for storing campus-wide building schematics and blueprints. The OIT office updates and maintains technology documentation on AutoCad documents. Copies of rooms, buildings, or campus maps can be obtained by contacting the helpdesk

### **Bill Consolidation**

This service assists in reviewing and consolidating vendor(s), billing, and contracts which reduces time required to manage contracts and other administrative processing

### **Business Case Development**

Consulting service helps departments evaluate business needs and develop a business case for the request

### **Business Process Mapping**

Provides consulting services that reviews business processes and visually documents the activities involved in defining what a business entity does, who is responsible, how the process flows, and how the success of the business process can be determined

### **Business Process Review**

This consulting service helps document business processes and/or redesigns current processes to increase efficiencies within or across departmental groups

### **Hardware Inventory Management**

All Hocking College technology will be cataloged and maintained within the Office of Information Technology. Inventory will include: computers, instructional technology, printers, etc

### **Public Records Requests**

Provides services to help fulfill public records requests using technology and campus wide systems

### **Report Development**

Uses campuses SIS/ERP system along with the campuses operational data stores to aid in State, Federal, and ad-hoc report requests

### **Report Publishing**

Provides custom programming to publish reports using automation techniques, report self-service, or the College's Intranet web page



### **Service Ticket Management**

Provides and maintains a service ticket management system. Allows clients to enter and track related service requests through a web application

### **Software Inventory Management**

All Hocking College software will be cataloged and maintained within the Office of Information Technology. Physical copies of the software along with licensing information will be archived and secured by the Office of Information technology. Installing software on campus owned computers requires that a license must currently be available. If no open licenses are available, a new license for that software will have to be purchased

### **Software/Technology Purchasing**

Once an official quotation is built, the Office of Information Technology can assist in the ordering of all software and technology related purchases. Ordering will be accomplished by requisition/purchase order or via purchasing card. The Office of Information Technology must review and approve all software and technology requests

### **Technology Quotations**

The Office of Information Technology works with various vendors to provide technology recommendations to all campus departments. During the quotation process, State of Ohio pricing schedules are reviewed and leveraged as part of the process

## Business Tools and Services

### **Colleague Software Recommendations**

Provides research and recommendations for Colleague software additions, deletions and enhancements

### **Colleague Software Updates**

Regularly installs and tests official Ellucian Colleague release updates

### **Colleague Software Implementation**

Installs and tests Ellucian software on campus owned resources

### **Colleague Software Configuration**

Administers Ellucian software configurations on campus owned resources



### **Colleague Communication Management**

Provides assistance in developing, testing, and implementing communication management with Colleague. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Client User Provisioning**

Provides services for administering users and accounts for College computing resources. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Computer Installations**

Installs, moves, and maintains College owned (staff and lab) computers. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Computer Repairs**

Provides technical expertise in servicing and maintaining campus technology. Helps determine warranty eligibility. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Database Administration**

OIT provides database hosting and administration for SQL Server and MySQL for official College services. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Digital Signage**

Provides centralized digital signage services that promote a managed, enterprise solution for sharing and distributing content across campus to electronic public displays. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **File Services (Departmental)**

OIT offers file storage for College departments. This service can be used for managing storage interfaces and creating a common location to share files with individuals and teams. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Google Analytics**

Google Analytics helps analyze visitor traffic on university websites. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)



### **Intranet Utility Development**

Provides custom web page development for Intranet web page resources. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **IP Address Administration**

Assign IP addresses for individual devices via DHCP, static IP address assignment and/or DHCP Reservations. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Print Queue Administration**

OIT provides Windows print services to compatible Windows clients

### **Photo-copiers**

OIT provides coordination between vendors and I.T. personal for support issues and basic troubleshooting. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **System Integration**

Consulting services that provide recommendations and custom programming techniques that help allow business processes and services to communicate and facilitate the sharing of College data. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Technology Training**

As arranged, OIT can provide in person, one-on-one or classroom training for instructional and/or administrative technology. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Technology Warranty Service**

The Office of Information Technology works directly with technology vendors on warranty related repairs. Technology staff members will assess each request and help determine if the problem and/or piece of technology is covered under warranty. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Virus Removal**

Assists in the remediation of viruses, spyware, and other malicious software. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)



### **Web Page Development**

Provides custom web page development for official College related services, works in conjunction with the Marketing Office.

## Connectivity/Networks

### **Data Network Services**

IT provides core data services - wired, wireless, and virtual private network (VPN) access for all Hocking College campuses. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Firewall**

The campus firewall protects all devices connected to the campus wired and wireless network by blocking unwanted vulnerability scans and attacks from outside the campus network. Computers and other systems on campus cannot be seen or scanned from the Internet

### **Internet Services**

Provide and maintain services to the College's Internet Service Provider

### **OARnet**

OARnet delivers technology-based solutions that reduce costs, increase productivity and improve customer service – and has done so since 1987. As a division of the Ohio Board of Regents Ohio Technology Consortium, OARnet serves Ohio's education, health care, public broadcasting and government communities

### **Point to Point Circuits (data/voice/cable)**

Provides and maintains services that inter-connect educational facilities and remote facilities

### **Video Networking Services**

OIT administers, operates and works to distribute programming via a video network for Hocking College with services including satellite uplink and downlink, video conferencing, and local channel broadcasting

### **VPN**

A Virtual Private Network (VPN) provides a secure connection from your computer to the network you are connecting to. The VPN client is the piece of software that handles





the connection between your home computer, laptop, or mobile device and the Hocking network

### **Wired Network Cable Installations**

Provide wired network services to individuals for access to campus and other Internet resources. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Wired Network Cable Moves**

Relocates wired network line cables/jacks. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Wireless Network Installations**

Provide wireless network services to individuals for access to campus and other Internet resources. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Wireless Network Moves**

Relocates wireless network cables/jacks and access points. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

## Customer Services

### **Audio Bridge/Conference Calling**

Provides multi-caller conference calling. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Automated Attendant Services**

Configures and maintains automated attendant services for campus telephone systems. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Call Center Automatic Call Distribution (Hunt Group) Services**

Automatic Call Distribution (ACD) makes it possible to handle large numbers of incoming calls by automatically diverting those calls to pre-defined groups of people and queuing excess calls when all group members are busy. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)



### **Call Reporting**

Provides detailed call level reporting to directors. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Campus Photo**

Takes and publishes photos suitable for ID cards and other web related services. For assistance please call extension 6463, email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu), or stop at the ID card office located on the concourse.

### **Fax Line Install**

Provide fax line services to individuals for official campus services. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Fax Line Moves**

Relocates fax line cables/jacks. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **ID Card Management**

Creates ID cards for faculty, staff and students. ID cards may be required for building access, meal plan subscriptions, library usage, and Student Center usage. For assistance please call extension 6463, email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu), or stop at the ID card office located on the concourse.

### **POS (Point-of-Sales) Systems Maintenance**

Provides custom reporting, maintenance, and installation of POS systems for official College related services. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Phone Line Requests (POTS)**

Services requests for additional/removal of telephone lines. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Telephone Cable Moves**

Relocates telephone cables/jacks. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Telephone Changes**

Provide telephone configuration changes, service upgrades, telephone system maintenance,



etc. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Telephone Charges**

Reviews telecommunication charges and initiates new services or disconnection notices.

### **Telephone Service Installation**

Provide telephone, cell phone, and telephone services to individuals and campus services. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Voice Mail Services**

Configure and help maintain voicemail services. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **VoIP (Voice over IP)**

OIT provides telephone infrastructure, desk telephones and other advanced VOIP features for the select Nelsonville and some regional campuses. Please note: features may vary depending on the model of telephone

### **Wireless Voice and Data Plans**

Services requests for new cell phone and mobile data plans for official College related business. All requests go through the State of Ohio TSR system. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

## Instructional Learning Tools and Services

### **Audiovisual facility / classroom design**

OIT provides design consultation and audiovisual (A/V) integration for classrooms and conference rooms used for meeting, teaching, and recreational facilities on campus. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Audiovisual facility / classroom installation services**

OIT provides design consultation and audiovisual (A/V) integration and installation for classrooms and conference rooms used for meeting, teaching, and recreational facilities on campus. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)



### **Classroom computer lab installations**

Installs and configures computer labs. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Classroom computer lab moves**

Assists in moving computer labs and other technology. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Cable TV**

OIT can provide the design, installation and maintenance of structured cabling systems to support CATV services. This includes twisted pair cable, fiber optic and coaxial cables. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

For Cable TV technical support in Hocking Heights, North or Downhour halls, call Nelsonville TV Cable at 740-753-2686

### **Instructional software evaluation**

Assists in evaluating instructional software to ensure compatibility with campus resources. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Instructional software installations**

Provides installation services for all Hocking College licensed instructional software. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Interactive Video Distance Learning (IVDL)**

OIT designs and maintains the technology found in interactive video distance learning (IVDL) classrooms, assist in the connection and bridging of videoconference classes and provide support for instructors teaching on Hocking campuses. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Learning management system course loading**

Provides services that assists in loading courses and materials into learning management system. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Learning management system reporting**

Provides data mining and reporting services for learning management system



### **Projector installations**

Provides installation services for classroom and administrative projection systems. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Projector moves**

Moves classroom and administrative projection systems. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Shared classroom file server space**

OIT offers file storage for College classrooms. This service can be used for managing storage interfaces and creating a common location to share files with individuals, team, and labs. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Whiteboard installations**

Provides and/or assists in the installation of classroom and administrative whiteboards. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)

### **Whiteboard moves**

Provides and/or assists in the moving classroom and administrative whiteboards. For assistance or to start your request, please call extension 6113 or email the technology helpdesk at [helpdesk@hocking.edu](mailto:helpdesk@hocking.edu)