The Technology Systems Division (TSD) provides technology infrastructure and computing services to the university community across all campuses. TSD is organized into the following departments: Client Relations, Database Application Services, Enterprise Servers and Messaging, Network Engineering and Technology, and Technology Support Services. (tsd.gmu.edu)

**CLIENT RELATIONS**

Client Relations (CR) facilitates communication about important TSD projects and events within TSD and the Mason community. It manages or facilitates several communications sources including two that reside on the IT Services Alerts and Outages page: planned outages and the ITU maintenance calendar. (itservices.gmu.edu/alerts)

- **Webmaster** provides customer service support to Mason website users and management of the Mason search engine and the Mason A to Z page. (gmu.edu/resources/masonaz)
- **Mason Outages Page** provides information about planned network, phone and voice, and cable outages that are happening at Mason in the near future.
- **The ITU Maintenance Calendar** provides information about planned network, phone and voice, and cable outages that are planned in the near or longer term at Mason in calendar or list format.

**ENTERPRISE SERVERS AND MESSAGING**

Enterprise Servers and Messaging (ESM) consists of the following areas: Enterprise Messaging, Enterprise Services/Systems Engineering, and Server Support Group.

ESM acquires, installs, implements, and maintains systems for administrative support, academic research/instruction, and electronic messaging. Department activities include enterprise server support, systems engineering, systems administration, storage administration, data file backups and restores, systems security, electronic mail processing, and disaster recovery.

**DATABASE APPLICATION SERVICES**

Database Application Services (DAS) is organized into five teams: Administrative Applications, Database Support, Data Warehouse Support, Portal and Web Technologies, and Integrated Systems.

- **The Administrative Applications** team supports the SungardSCT Banner Administrative Systems and the associated self-service applications accessible through patriotweb.gmu.edu.
- **The Database Support team** manages the Oracle databases that support the Banner Systems and its associated data marts and other Oracle databases that support the telephone billing, travel, and grants award tracking systems.
- **The Data Warehouse Support team** designs and implements data marts populated with Banner and other data needed to support the university’s reporting needs, maintains historical data marts containing data from the legacy systems, and provides technical support for Discoverer.
- **The Portal and Web Technologies team** supports the myMason portal initiatives and develops Java-based web applications for the university.
- **The Integrated Systems team** integrates third-party software with Banner modules and develops data exchanges and reports between the centralized Banner data and other university, state, federal, and vendor systems.

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Technology Support Services

Technology Support Services (TSS) provides technical information and assistance to support faculty, staff, and students at George Mason University. The ITU Support Center, TSS Desktop, Advanced Desktop Technologies, and the Aquia Data Center Operations provide first- to third-tier support for various university technologies—microcomputers, smartphones, system monitoring, maintenance, disaster recovery services, and server backups.

- The ITU Support Center (SC) is a central point of contact for access to ITU departments and their services. The SC also offers technical assistance for computing, network, and telephone issues through the use of phone analysts, remote access tools, and self-help information. You may contact the ITU Support Center through their web site at itservices.gmu.edu/help.cfm, phone 703-993–8870, e-mail (support@gmu.edu), or by visiting the office in Innovation Hall, Room 233.

- TSS Desktop (TSSD) provides hardware and software support for microcomputer (desktops, notebooks, laptops) and printers. Service requests are made through the ITU Support Center.

- Advanced Desktop Technologies (ADT) is an advanced technical team that focuses on specific technology challenges and projects. ADT supports smartphone technology (smartphone.gmu.edu), researches emerging technologies for desktop computers, and provides information and training to other TSS areas.

- The Aquia Data Center Operations provides 24/7 operational support for Mason’s enterprise network. This includes monitoring academic and administrative systems, tracking network service availability, maintaining physical security, providing colocation services, and monitoring the environmental infrastructure of the data center. Data Center Operations uses proactive fault management tools to ensure that system outages are detected, corrected, or escalated to the appropriate support personnel.

Network Engineering and Technology

Network Engineering and Technology (NET) includes Network Engineering, Network Operations, Network Infrastructure, Telecom Administration, and Advanced Network Technologies.

- **Network Engineering** is responsible for designing, configuring, and upgrading the campus-wide voice, data, and video networking architecture.

- **Network Infrastructure** oversees the planning, installation, and maintenance of university communications pathways and cabling.

- **Network Operations** is responsible for installing, monitoring, troubleshooting, and maintaining the campus data and video networks and works with research faculty and corporate partners on projects involving emerging communications technologies.

- **Telecom Administration** provides services, repair, and billing support for all university telecom services and connecting all university locations to the Internet.

- **Advanced Network Technologies** investigates new products, protocols, and applications for use on George Mason University’s communications.