

TECHNOLOGY SYSTEMS DIVISION

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 (<http://tsd.gmu.edu>).

CLIENT RELATIONS

Client Relations ensures the delivery of quality technology service and support to the university community, focusing on the division's efforts to understand the needs and requirements of its clients and communicate accurate and timely information about the activities of TSD and the services it delivers.

Areas of focus: communications strategy, policy process and planning, quality assurance, continuous process improvement, coordination of multi-departmental requests, and TSD Outreach.

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 (<https://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 Luminis 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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Information Technology Unit

ENTERPRISE SERVERS AND MESSAGING

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

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.

NETWORK ENGINEERING AND TECHNOLOGY

Network Engineering and Technology (NET) includes Network Engineering, Network Operations, Telecommunications Infrastructure, Telecom Administration, and Advanced Network Technologies. NET is responsible for designing, maintaining, and upgrading the campus-wide voice, data, and video networking architecture; overseeing the installation and maintenance of communications pathways and cabling; providing 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's communications systems, and works with research faculty and corporate partners on projects involving emerging communications technologies.

TECHNOLOGY SUPPORT SERVICES

Technology Support Services (TSS) provides technical information and assistance to support faculty, staff, and students at George Mason University. The Support Center, TSS Desktop, and Data Center provide first and second tier support—desktop support, system monitoring, maintenance, and backups. TSS strives for excellence in meeting the needs of faculty, staff, and students by continually researching technologies and methods that improve our services and contribute to the success of George Mason University.

The **ITU Support Center** provides technical assistance for computing, network, and telephone issues. You may contact the ITU Support Center through their Web site (<http://itusupport.gmu.edu>), e-mail (support@gmu.edu), phone (703) 993-8870, or by visiting the office in Innovation Hall, Room 233.

TSS Desktop, provides installation and repair service to the university-owned hardware and software at all campus and office locations. TSS Desktop will also install and support university-purchased software. For more information, visit the TSS Desktop Web site (<http://desktopsupport.gmu.edu>).

The **Data Center** provides 24/7 operational support for George Mason's enterprise network. This includes monitoring academic and administrative systems; network connectivity, electronic messaging; and the Data Center's room environment which supports the technical infrastructure. The Data Center is also responsible for initiating system backups, managing and processing backup media, the coordination of all system and network maintenance activities, coordination of file restoration, and proactive fault management to ensure that system outages are detected, corrected, or escalated to the appropriate support personnel.