

Role and Mandate of Computing and Communications (C&C)

Memorial University

Mission: Our goal is to promote quality and excellence in the delivery of information services to the university community. We will do this by working with and listening to our clients and by creating a positive environment that embraces change, promotes leadership, supports innovation and fosters employee growth.

Authority: C&C reports to the Vice-President Administration and Finance and takes guidance from the Information Management Committee (IMC).

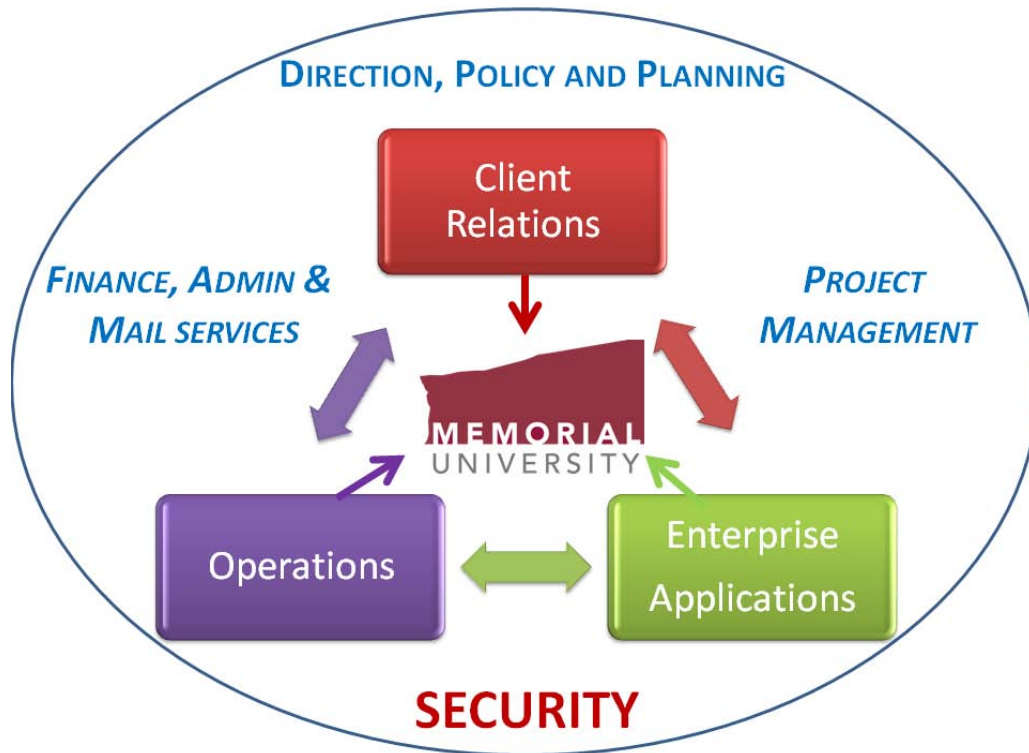
Scope: For communications and technology services C&C's primary delivery focus is the St. John's campus. For enterprise software applications, policy and processes, C&C works with other IT delivery units on the St. John's campus, Marine Institute, Grenfell Campus and Faculty of Medicine. C&C also supports external research infrastructure, as required.

Mandate: The mandate of C&C is to lead the Planning, Design, Building and Support of the **Core Information and Communications Technologies** required to meet the strategic objectives of Memorial University. In consultation with the campus community and under the guidance of the Information Management Committee, C&C is responsible to foster and support best practices in information technology infrastructure, security, data, software and processes to create an effective and integrated environment.

Core Information and Communications Technologies are those systems and services available to the entire campus or which are pan-university operational systems. Included are:

- Central mail services and logistics
- Landline and mobile telephony
- Technology (internal, external, public networks and data centres)
- Development, management and operation of enterprise applications
- Centralized email, web services, and collaborative tools
- IT security management
- IT project management and consulting
- Service desk, IT purchasing and desktop support services
- Student computing (Portal, Learning Commons, D2L, Labnet)

Organization:



Organizational Units – Services Provided

Project Management Office:

The Project Management Office (PMO) is responsible for ensuring that all major projects undertaken by the department deliver the required quality within the constraints of schedule and available resources, including effective risk and issue management.

- ❖ *Project portfolio management, including project prioritization and resource allocation*
- ❖ *Formal project management through concept, initiation, planning, executing/controlling and closing stages*
- ❖ *Knowledge capture and transfer, including mentoring of project resources*
- ❖ *Implementation of industry best practices and standards, including reporting and standard project documentation and processes*

Operations:

Technical Support Group

The Technical Support Group (TSG) provides core server and data storage service which underpin all of the core services (applications) which C&C provides through other operating units. TSG also manages the power and environmental controls for Memorial's main and backup enterprise data centres.

- ❖ *Infrastructure and systems support for major applications*
- ❖ *Architecture and capacity planning for future requirements*
- ❖ *Service resilience for major applications through redundant data centres*
- ❖ *Campus-wide electronic mail services and spam filtering*
- ❖ *Campus-wide identity management services*
- ❖ *Administration of the mun.ca web "domain" and delivery of campus-wide web services*
- ❖ *Server hosting for units such as DELTS, CDLI and ACEnet*

Communications Group

The Communications Group is responsible for all St. John's campus voice and data communications, internet access and network perimeter control.

- ❖ *Management, maintenance and oversight of growth (including new buildings) for MUNet*
- ❖ *Connection of MUNet to public, national and international networks (Internet, Canarie, etc.)*
- ❖ *Provisioning, maintenance and monitoring of St. John's campus telephone systems (internal service and external contracts)*
- ❖ *Provision of mobility services (cellular, smartphone and related devices) for St. John's campus and vendor contract administration*
- ❖ *Management, maintenance and growth of St. John's campus wireless network*

Operational Software Support Group

The Operational Software Support Group provides operations and management services for C&C's internal ticket management system, which is used for service tracking and delivery through the entire department. This group also provides web services application development and management for other campus departments.

- ❖ *Web and web application development and maintenance*
- ❖ *Provision of software to support (ITIL), an industry best practice library of Service Management approaches and processes*

Finance and Administration:

The Finance and Administration unit is responsible for the day to day management of the department as well as the non-technical (contractual, financial) management of external vendor relationships. In addition, the Finance and Administration unit manages the operation of both campus mailrooms and logistics services.

Departmental Management Support

- ❖ *Software and hardware contract management*
- ❖ *xwave/OCIO contract administration*
- ❖ *Managing technology leasing (including admin refresh)*
- ❖ *Campus telecom (mobile and long distance) billing*
- ❖ *Financial and Human Resources management for the department*
- ❖ *General Office/Switchboard*

Mail Services

Processing and distribution of all internal/external mail for faculty, staff, and departments of Memorial University and Eastern Health and campus logistics services (deliveries).

- ❖ *Coordination and provision of varied courier and messenger services for items requiring special handling*
- ❖ *Provision of expert postal and shipping advice to departments of Memorial University*

Client Relationships:

The Commons

The goal of The Commons, in partnership with the QE II library, is to provide a one stop collaborative technology-enabled learning environment for students.

- ❖ *Provide assistance, tutoring services and classroom support to students in the areas of multimedia, adaptive technologies, information and research, writing support, and applications offered in The Commons*
- ❖ *Offer and maintain more than 200 computers and a wide range of printing options to the university community*
- ❖ *Provide front line support for student computing administration such as password maintenance (e.g., my.mun.ca, labnet and self service), wireless setup and Desire 2 Learn*
- ❖ *Offer multimedia technology and support to students, faculty and staff of Memorial University*
- ❖ *Provide experiential learning opportunities for students*

Personal Computing Group (PCG) and Computer Purchasing Centre (CPC)

PCG provides computer support for academic, administrative, research and lab environments. PCG manages the delivery and operation of centralized security services. PCG coordinates with departments' local IT support to manage standards, access to licensed software and centralized services managed by PCG.

The Computer Purchasing Centre is Memorial's campus computer store serving the faculties and departments as well as individual students, staff and faculty members. The CPC offers a broad range of computing products and offers these at educational pricing.

- ❖ *Management and maintenance of the Personal Computing environment for academic, administrative, research and lab areas*
- ❖ *Management of dedicated services for various academic and administrative departments to provide local PC and server support*
- ❖ *Provision and management of purchasing, tendering and licensing services via the Computer Purchasing Centre across all Memorial campuses*
- ❖ *Provision and management of St. John's campus-wide services areas such as in virus protection, laptop disk encryption and data removal for surplus*

Service Desk

The Service Desk is a single point of contact for faculty, staff and students providing support and problem management for all of C&C's services. The Service Desk is also responsible for communications relating to service changes and problems encountered.

- ❖ *Single point of contact for Memorial University's centralized IT services*
- ❖ *Monitoring of Memorial University's essential Enterprise Applications*
- ❖ *Campus communications for IT service interruptions*

Policy Analysis

The policy analyst functions as an internal subject-matter expert in IT policy development, policy refinement, and key business processes, providing advice to colleagues, departmental managers, and external contacts.

- ❖ *Development and revision of new and existing University IT policies*

IT Services Advisors

IT Services Advisors work closely with client offices as a liaison between those offices and Computing and Communications.

- ❖ *Work with client departments to understand their business needs, processes and IT requirements and to define, plan and execute client strategic IT initiatives*
- ❖ *Create/maintain service level agreements*
- ❖ *Monitor and report on service level targets*

Enterprise Applications:

Enterprise Application Services (EAS) is responsible for the operational support and ongoing development of Memorial's Banner Student, Banner Finance, Human Resources, Portal and other software applications that support the broad operation of the university.

- ❖ *Business process flow and mapping*
- ❖ *Technology support for major business processes*
- ❖ *Operational support for the business applications*
- ❖ *Defect resolution for applications*
- ❖ *Report design and generation*
- ❖ *Project planning, design, and execution for systems development*
- ❖ *Consulting and support services for systems integration*
- ❖ *Technology services to support new development initiatives*
- ❖ *Database management*

Security:

The IT Security Group guides C&C and the University as a whole in protecting the confidentiality, integrity, and availability of University data and information technology resources. Services provided by the IT Security Group include:

- ❖ *Development of IT security policies, procedures, standards, and guidelines*
- ❖ *Firewall and VPN management*
- ❖ *Vulnerability assessments*
- ❖ *Antivirus management*
- ❖ *Laptop full disk encryption*
- ❖ *Incident response*
- ❖ *Security consulting*

Explanation of Terms:

The following terms are used in this mandate statement for specific purposes as follows:

Plan involves:

- ❖ *Forecasting university needs and how these can be satisfied with existing and emerging technologies*
- ❖ *Developing integrated and standard architectures of data, software and equipment to meet future needs*
- ❖ *Collaboratively, with the university user community, developing plans and schedules through which major projects are undertaken*
- ❖ *Prioritizing projects and resource allocation (money and people) to best meet the strategic needs of the university*
- ❖ *Documenting and reporting on all planning activities*

Design involves:

- ❖ *Determining and documenting user requirements*
- ❖ *Establishing the feasibility to use/re-use any existing systems/technologies and practices*
- ❖ *Developing a business case to show costs and benefits of various options including “build vs. buy”*
- ❖ *Building architectures (data, software and hardware) which meet the identified user requirements*
- ❖ *When required, building Requests for Proposal for software/functionality/services as needed, and working with the client department to select the best solution*
- ❖ *Building test plans, training plans, operational procedures and user documentation*

Build involves:

- ❖ *Creation of custom software or purchase of commercially available software*
- ❖ *Creation of the infrastructure (hardware, operating system, middleware, etc.) required*

- ❖ *Potentially the creation of supporting infrastructure (test and development systems)*
- ❖ *Implementation and testing of all new system components*
- ❖ *Translation of data as defined in the requirements*
- ❖ *Transition/hand over to production*
- ❖ *Full system testing against requirements and performance criteria*

Support:

- ❖ *Interaction with development team or vendor*
- ❖ *Availability of trained support resources*
- ❖ *Ongoing operations as required*
- ❖ *Establishing and management of support/maintenance contracts required*
- ❖ *Upgrades, when needed, for either user functions or to maintain the system (or system components) within the vendor available support window*
- ❖ *Capacity and performance management and reporting*

Service Catalogue

The following is a list of **IT Services** that Computing and Communications provides:

A

[Apple Support](#)
[Application Development](#)
[Application Development \(web based\)](#)
[Application Management](#)
[Assistive Technologies](#) (Blundon Centre)
[Audio Conferencing](#)
[Audio Transfer and Recording](#)

B

[Blackberry Delivery & Support](#)
[Blackberry Enterprise Server \(BES\) Services](#)

C

[CD/DVD Burning](#)
[Cellular Devices](#)
[Central File Share](#)
[Commons, The](#)
[Computer Lab Configuration & Support](#)
[Computer Labs](#)
[Computer Purchasing Centre](#)
[Computing Support](#)
[Consultation for Purchase of IT](#)
[Consulting](#)

D

[Data Removal](#)
[Desire 2 Learn \(D2L\) Support](#)
[Desktop Support](#)
[Digital Equipment Lending Program](#)
[Digital Media Centre](#)
[Distribution Lists](#)

E

[Email Service](#)
[Encryption](#)
[Erasing Data](#)
[Exchange](#)

F

[File Share Service](#)
[Firewall Change Requests](#)

H

[Hardware & Software Purchasing](#)
[Hardware Repairs](#)
[Help Desk](#)

M

[Macintosh Support](#)
[Mail Services](#)
[Microsoft Exchange Service](#)
[Microsoft Windows Domain Services](#)
[Multimedia Support](#)

N

[Network Storage](#)
[Notebook Support](#)

O

[Operating System](#)

P

[PC Setup](#)
[PC Support - Dedicated Assignment Service](#)
[PC Support - Standard Service](#)
[PDF Creation](#)
[Personal Computing](#)
[Portal Development](#)
[Printing \(Specialized\)](#)
[Privacy](#)
[Purchasing](#)

R

[Red Hat Satellite Services](#)
[Refresh Program](#)
[Research Data Backups](#)

S

[Scanning, Pictures, Maps, Documents, Slides](#)
[Security](#)
[Server Hosting Service](#)
[Service Desk](#)
[Software Licensing](#)
[Spam Removal and Detections](#)
[Spyware/Malware Removal and Detections](#)
[Store](#)
[Switchboard](#)

T

[Telephony at MUN](#)
[Tendering for Hardware or Software](#)

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| <p><u>HSC Mail Services</u></p> <p>I <u>Image Editing</u> <u>IT Consulting</u></p> <p>L <u>Lab Consulting</u> <u>Labs</u> <u>Laptop Full Disk Encryption (FDE)</u> <u>Laptop Support</u> <u>Licensing</u> <u>Listserv</u></p> | <p>U <u>University Operator</u></p> <p>V Video Conferencing <u>Virus Removal and Detections</u> <u>VOIP</u> <u>Vulnerability Assessments</u></p> <p>W <u>Windows Support</u> <u>Wiping Data</u> <u>Wired Network Connectivity</u> <u>Wireless Network Connectivity</u></p> <p>X <u>Xerox</u></p> |
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