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Associate Vice President

Data Stewardship & IT Services Council

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Arturo Ramirez
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Web & Interactive Communications (WEB)

Todd Smoak
Executive Director
Application Services

Shane Thomson
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Rachel Hart
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Brian Smiser
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Dan Taube
Chief Information Security Officer

Joseph Brown
Deputy CISO

Carla Birckelbaw
Executive Director
Client Services

Tyler Piper
Director
Client Services

Kevin Hand
Executive Director
Business Administration & Communications

Sarah Starr
Assistant Director
Employee Experience

Liam Doherty
Assistant Director
TechZone

Learning Spaces & AV Technologies:

Learning Spaces and Audio/Visual Technologies is responsible for the maintenance and operational support of the instructional technology in the 198 "general-use" classrooms as well as the 166 "departmental" classrooms across campus.

Learning Spaces and Audio/Visual Technologies also provides demonstrations and training on the use of instructional technology in the classrooms.

In addition, Learning Spaces and Audio/Visual Technologies provides design, installation and technical support for colleges, departments, and service units looking to install advanced technology in classrooms and other settings.

Development & Integration:

The Development and Integration team's primary function is to convert business requirements into software tools through application development. They integrate with off the shelf software solutions as well as create and maintain full service custom applications using a variety of technologies.

Web Content Strategy & User Experience:

The Web Content Team is in charge of crafting the web content tailored for a specific audience and structuring website navigation to create intuitive paths for users to accomplish their tasks. An important responsibility of the team is to implement effective content marketing strategies based on user experience best practices to meet recruitment and retention goals.

Creative Operations:

The WEB Design Team is responsible for creating and delivering interactive solutions for the University's web presence. Working closely with both the Content and Development teams, the designers maintain the University brand, focus on user experience, build cohesive user interfaces, and provide strategic direction for the visual identity throughout the University's digital landscape.

Web Operations:

The Web Applications Development Team designs modern front-end web solutions and delivers the platforms that support the work of our web content and design teams. Web developers are in charge of the templates and frameworks that power more than two hundred University websites and enterprise applications, such as My.IllinoisState, CourseFinder, Find my Academic Program, Scholarship Finder, News, Events, Maps, and Search.

PeopleSoft Development:

The PeopleSoft Development team focuses on enhancing and extending the features and usefulness of the PeopleSoft suite through custom modifications, bolt-ons, and data feeds that provide support for additional business processes not natively supported by PeopleSoft.

PeopleSoft Administration & Support:

The PeopleSoft Administration and Support team provides application administration, maintenance, and support services. They offer technical support for incident and service requests as well as provide subject matter expertise at both a functional and technical level.

Application Administration:

The Application Administration team provides system administration, maintenance, and support services targeted at multi user server based business Software Solutions. They offer technical support for incident and service requests as well as provide subject matter expertise at both a functional and technical level.

Database Administration:

The Database Administration team provides database application administration, maintenance, and support services. They offer technical support for incident and service requests as well as provide subject matter expertise at a technical level for the Database platforms in our portfolio: Oracle, MS SQL, and MySQL.

Enterprise Data & Analytics:

Enterprise Data and Analytics (EDA) leads the University's work in developing and maintaining a business intelligence environment providing data-driven insights to inform strategic decision making. We combine data from multiple sources into the Enterprise Data Warehouse (EDW) for reporting and analytics purposes. EDA manages the data warehouse, provides data access, supports staff report development, and provides training.

Business Analysis:

Business analysts champion digital transformation to improve the experience and success of students, faculty, and staff. Through business analysis, process improvement, and subsequent technical changes, BAs work with and alongside business partners to successfully achieve their goals, meet University strategic goals, and improve organizational processes. BAs are the first point of contact when changes are needed. Once requests turn into projects, BAs work to understand the business process, identify gaps, and then gather, analyze, validate, and document business, organizational, and/or operational requirements to make the user's journey efficient where intrusive IT is largely invisible.

Project Management Office:

The Project Management Office manages a portfolio of University IT Portfolio Council approved and large maintenance projects to ensure the best use of available and limited resources to help ISU achieve its strategic goals. Project Managers will lead teams of technical and functional members, managing the initiation, planning, execution, monitoring and closing phases of a project. The PM is responsible for ensuring that the project is completed by the specified deadline, and delivers the objectives agreed on. PM serves the project team through acting as a conduit for communication, reporting up, down, and sideways; helps the team stay informed of the status of work and how that relates to the schedule; removes barriers and roadblocks; and encourages the team to complete the project within the project constraints.

EAIR:

The Enterprise Architecture & Innovation Review Board (EAIR) is responsible for the analysis of enterprise systems and fostering innovation on campus. EAIR will leverage the expertise and technical skills from IT staff across campus to build and sustain an efficient and effective world-class IT environment for the ISU. High-level reviews will be conducted with the appropriate staff when AT and campus partners are designing new services to meet changing IT environmental needs, and also to review current services to ensure these are optimized and secure. The effort will also be responsible for encouraging innovative ideas that support campus needs.

Cloud Compute & Authentication Services:

Cloud, Compute, and Authentication is responsible for managing the servers, storage, backup and authentication services for campus partners. Duties include the design, implementation, and operation of exceptional technology solutions in ISU's multi-cloud environment that provides the infrastructure to support flexible and innovative services across campus. The team is also responsible for the authentication and directory services to securely support access to applications and data.

Unified Communications:

Unified Communications is responsible for the voice and video over IP services that support the communications needs of the campus community. This involves configuring, managing, and testing the phone services that enables faculty, staff, and students to communicate and collaborate, while also investigating and creating a clear strategy for how AT can meet campus needs through the use of the various tools and services available to us.

Technology Facilities Management:

Technology Facilities Management maintains, manages, tests, documents, authorizes access, and supports problems and incident management in physical utilities infrastructure and data center management.

Networking:

The Networking team installs, updates, configures, manages, tests, documents, authorizes access, and supports problems and incident management of the wired and wireless networking infrastructure at Illinois State with the guidance of Technology Design.

Information Security:

The Information Security Office is primarily responsible for the design, implementation, and maintenance of systems and solutions that actively safeguard the information resources of the University.

Their mission is to reduce the likelihood and impact of attacks on information resources and to respond effectively in the event of an attack.

IDAM:

The Office of Identity and Access Management is primarily responsible for the design, implementation, and maintenance of digital identity and access systems and solutions.

Their mission is to ensure that the right access is granted to the right people at the right time.

Endpoint Support:

Endpoint Support provides comprehensive support and services for end-user devices and software to individuals in Finance and Planning, University Advancement, Athletics, the offices of the Provost, the offices of the President, and the Board of Trustees. Endpoint Support also manages the electronic recycling operation, e-Recycling, for refurbishment or retirement of computer equipment from across the university, as well as provide support for the PCI environment.

Technology Support Center:

The Technology Support Center (TSC) provides user support and issue tracking for campus-wide technology services utilized by the entire campus community, including prospective students and retirees. The Major Incident process and outage notifications for Technology Solutions are provided by the Incident Coordinator team within the TSC. The TSC also provides technology knowledge & training services for internal IT Staff and end user facing knowledge articles on Help.IllinoisState.edu.

Business Administration & Communication:

The Business Administration & Communications team champions efficiency, engagement, strategy, and transparency for IT business management in support of the transformation of technological infrastructure and services for the Illinois State University community.

Services offered include Talent Management, Strategy & Communications, Physical Resource & Asset Management, Financial Management, Campus IT Procurement, and Service & Release.

TechZone & ReNet:

With a focus on the student community, TechZone serves the entire University including colleges & departments. Technology sales are via webstore and a retail showroom located in Bone Student Center. In-person and residential hall support as well as hardware and mobile device repair are provided.

Communication & Marketing:

Providing editorial and graphic services, event support, and social media coordination for Technology Solutions, the TSC, and TechZone.

OFFICE OF
TECHNOLOGY
SOLUTIONS
Illinois State University

As of 7/01/2025