The iTech Department consists of five dynamic teams, Enterprise Technology Planning, Technology Operations & Infrastructure, Technology Finance & Administration, Technology Security, and Technology Support Services. We will be continuing our in-depth look into each of these teams and the role they serve within iTech. This month, we will be looking into Enterprise Technology Planning. Manager of Enterprise Technology Planning, Paul Brayfield, tells us more about his team:

What is your group’s primary role in iTech?

The Enterprise Technology Planning group within iTech provides project management & business analysis expertise to the university for evaluation, selection, configuration, and implementation of technology solutions, business process improvements and leading major Peoplesoft (SOAR) projects.
What services does your group offer to campus?

We take ownership of technology requests, working with the functional user to identify a solution for the business need or system request. We leverage all current university enterprise systems to make sure a solution is not already available and used elsewhere at the university.

The process starts with the creation of a requirements document which is used to search for potential solutions, vendors or systems that meet those needs. If a Request for Proposal (RFP) is required, we will create that document and lead the process through procurement. Our project management leadership follow international standards methodologies as defined by the Project Management Institute (PMI) and Information Technology Infrastructure Library (ITIL) as well as other global standards to ensure effective utilization of resources, time and money to guide the project through successful implementation and closure.

How does your group assist each user group (faculty, staff, students, external customers)?

We offer our services to all university constituents as well as external customers that may use our products or vendors providing a solution. If there is a business need or a process that involves a technological solution, we provide leadership and expertise to deliver the defined solution on time and within budget. These solutions vary in size and may benefit/impact only a single group/department or the entire university, depending on size and scope.

Project/Operations Manager

The Project Manager (PM) is responsible for leading a project from its inception to implementation using leadership, organization and technology skills to deliver within scope, schedule and budget. They are fully accountable for the project success with ‘the buck stop here’ approach. The PM’s responsibilities include scoping of the project, planning, identification and management of resources, scheduling, management of vendors, issue tracking, execution and management of the overall project, leading regular status meetings and producing weekly progress reports.

Business Analyst

The Business Analyst (BA) provides critical analysis of an organization’s needs and translates these requirements into a technical solution. This is done through standard documents that will be used throughout the project life cycle. Examples of these are; business case, requirements, RFP, design, use case, and test case documents. The BA will work closely with the user to ensure the business needs are accurately recorded in these documents to reflect the current problem and proposed solution.

As a team, the project manager, functional lead, business analyst, technical and functional staff will work together to ensure a successful project implementation. Contact the Project Management Office to assist you with your next project planning request.
TECHNOLOGY PURCHASE RECEIPTS
You have the ability to retrieve receipts for iTech charges on your MDR. We have setup SOAR so you can pull receipts for SOAR technology procurement orders.

When you login to SOAR, go to: Main Menu > USM Utilities > USM Purchase > iTech Purchase Dtl View Only

In the Order Number field, input the SOAR# listed in the description from your MDR (example: SOAR# 1234 HDWARE Pur)

There is a “Print Receipt” button at the bottom right hand side of the screen that will email you a copy of the charges.

KUDOS!
Congrats to Trey Gill, iTech IVN Coordinator, for being the Grand Prize Winner of the April Fitness Challenge at USM Gulf Park!

For Tori Kotter: “Thank you so much for all of your help over the past two days in getting phones set up on such short notice. Your kindness was greatly appreciated.”
-Tasha May, Trent Lott Center, Operations

We were excited to show the Computer Information Systems Technology class from Petal High School around the Data Center!
DON’T GET HOOKED BY A PHISHING ATTEMPT

“Phishing” is a technique used by cyber criminals to collect targeted information from people; typically by posing as a legitimate business or service provider, and mostly by email. The targeted information includes email account credentials, bank account information, and even video game account credentials. Some phishing emails will ask you to send a reply with the requested info; though, it is more popular to send a link to a web based form.

In order to protect yourself from falling for a phishing attempt, you need to know what to look for. Please visit this page for details and information to keep yourself from getting hooked.

CONGRATS GRADS!

iTech employees wore black and gold on Commencement Day to show support for all of our spring 2017 graduates.

Congratulations to the following iTech Employees for receiving degrees on Friday:

Kelly Payton, MBA
David Sliman, MBA

Student Workers:
Graduate: Dhiren Rachamallu
Undergraduate: Allyson Ervin and Kathryne Lewis