SR | SUL ROSS
OFFICE OF INFORMATION TECHNOLOGY

Jacob A. Fuentes

Chief Information Officer

Sul Ross State University

Office of Information Technology

SRSU Spring 2023 Instructional Services
Brown Bag Event – Alpine Campus
February 24, 2023

Office of Information Technology - Updates

I. Personnel – OIT currently has five vacancies within OIT. Recently, we hired Cesar Sanchez (SRSU alumnus) as a Technical Support Specialist II to assist with front line IT support. 7,203 tickets in LTAC for 2022.

II. Operations – 51 new laptops were deployed to full-time faculty and staff during the Fall 2022 semester. We'll attempt to deploy another 50 during the Spring 2023 semester.

III. Office moves/relocations - Please email LTAC before your move if you need assistance or after if you're comfortable moving your own technology.

IV. Phone system – OIT will deploy a new phone system for all campuses.

V. NTIA grant – SRSU/OIT was recently awarded a grant that will address network infrastructure needs, distance education classroom updates/refreshes, and technology deployment to students.

VI. Enterprise Team (Campus Works) - Campus Works migrated our authentication service for Banner and my.sulross.edu to a supported version. A project to migrate Blackboard to this new service is in progress.

VII. Control Systems Technology – MAB, Centennial & Gallego, Lobo 1-4, Annual/semi-annual inspections, sprinkler system repairs (16 buildings).

VII. Networking Services – New anti-virus, network connectivity projects for three buildings (President's house, MOBB, Nursing).

Office of Information Technology - Updates

VIII. Information/Cyber security – Tik Tok and prohibited technologies plan. Shared response with TSUS. Please continue to use Abuse@sulross.edu to report suspicious/malicious emails. Software requests… many are pending. SRSU email accounts – business vs personal use.

IX. Distance Education – A new DE classrooms will be configured at the Nursing building. Solid state hard drives were installed in classroom podium/lecture computers before the beginning of the Spring 2023 semester. An inventory of classroom technology is being conducted and a proposal to refresh outdated/end-of-life equipment will be prepared.

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Questions and Answers

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