

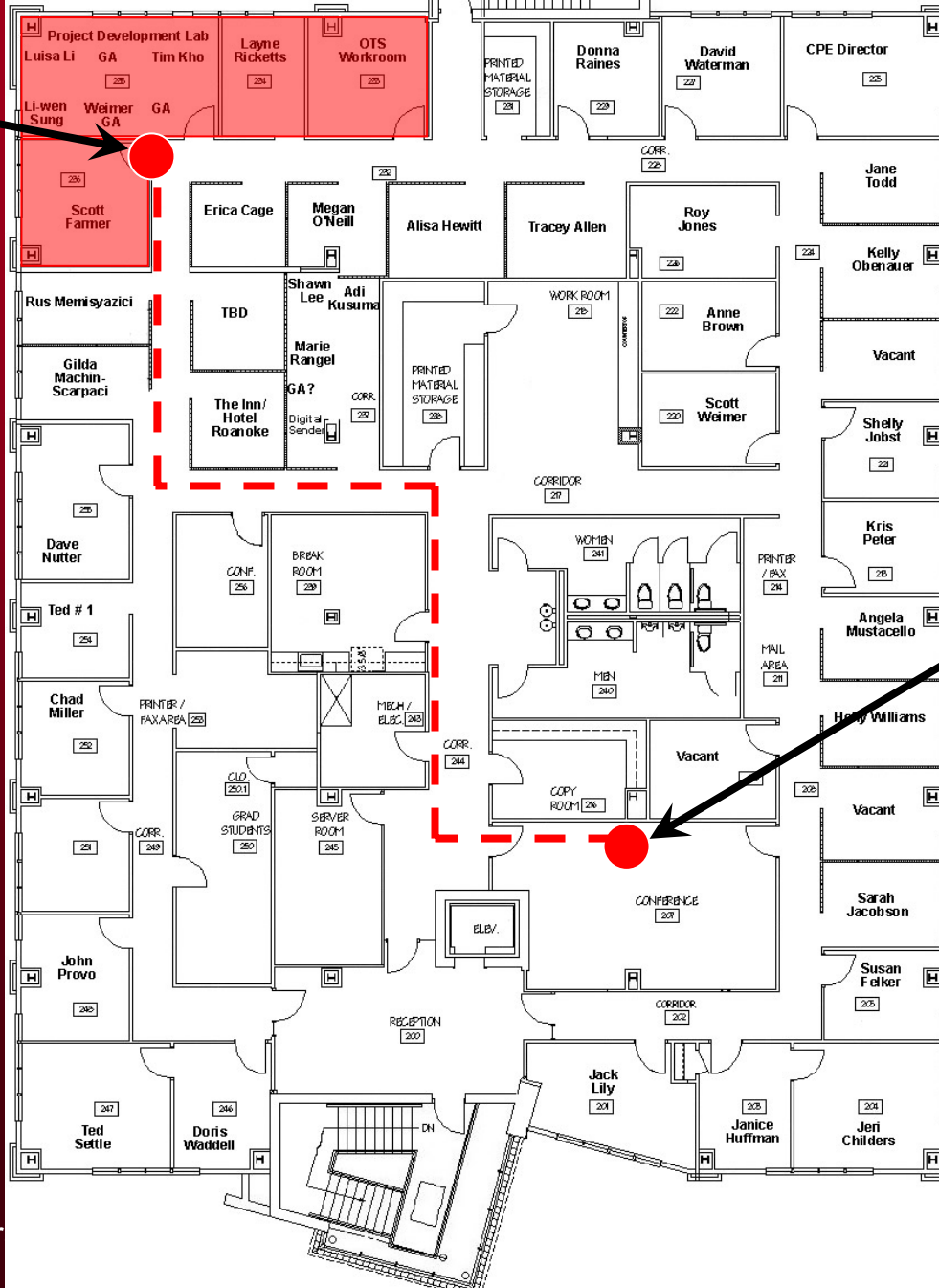
# Outreach Information Services

## Overview

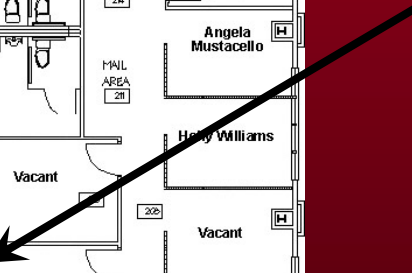
# Where are We?

**Back left corner of the second floor**

We are here



You are here



# Who Are We?

**Scott Farmer – Director**

**Layne Rickets – Assistant Manager, IT &  
Systems Support**

**Russ Memisyazici –IT Support & Project R&D**

**Luisa Li – General IT Support**

**Various Graduate Students**

# What Do We Do?

- **Research and Development**
- **Training and Instruction**
- **Define and Implement Technology Strategy**
- **Information Technology Support**

# Research and Development

- RFP Development
- Develop Databases (Client/Server and Web Integrated)
- Custom Reporting
- Web Hosting

# Training and Instruction

- **Short Courses**
- **Conference Presentations**
- **Guest Lectures**

# Define and Implement Technology Strategy

- **Establish Guidelines**
  - Security Configuration
  - Acceptable Computer Configuration
  - Software/Equipment Lifecycles
  - Ensure Compliance with University Policy and Guidelines
- **Review/Process Technology Acquisitions for Outreach & International Affairs**
- **Investigate New Ways to Apply Technologies**

# Information Technology Support

- **We provide direct support for:**
  - Over 200 Desktops & Laptops**
  - 23 Servers**

Office of the Vice Provost of Outreach

Office of Economic Development

Service Learning Center

English Language Institute

Continuing and Professional Education

Reynolds Homestead (Critz)

Talent Search/Upward Bound

Office of International Research, Education, & Development

COTA Office (Roanoke)

Outreach Program Services

# Information Technology Support

- **IT Support for Outreach & International Affairs**
- **Backup of All User Machines**
- **Database Assistance**
- **Hardware Support**
- **Software Assistance**
- **Software Patches/Security Updates**
- **Telecom Assistance**
- **Equipment Checkout**

# Questions?