

**Computing and Telecommunication Services (CTS)
Functions
As of July 2009**

- Applications Management (Remedy, etc.)
- Disaster Recovery and Planning
- Project Management
- Service Level Agreements

- Data Center Operations**
- Data Center Operations (monitoring, communications)
 - Network Operations Center
 - Production Control (monitoring, communications)
 - Security Access

Telecommunications and Networking

- Engineering and Installation**
- 800 MHZ Radio System
 - Cabling Systems Engineering and Design (communications closets)
 - CATV Design, Development, Maintenance, and Operations
 - Channel 21
 - Data Engineering
 - Dial-up Support
 - E-911
 - Emergency Notification Systems
 - Project Estimating and Management (voice, data, video)
 - Service and Installation
 - Voice Design, Development, Maintenance, and Operations
 - WAN Design and Development

- Network Services**
- Cabling, UPS Installation, Switch Installation (communications closet)
 - Consulting Support (Departments)
 - Network Design, Development, Maintenance, and Operations
 - Network Security Management

Server and Storage Technologies

- LAN (Windows) Technologies**
- Applications Management (Support, Hosting)
 - Consulting Support (departments)
 - Enterprise Active Directory Services
 - Enterprise Server Support and Hosting (Windows/Novell)
 - Legacy Novell

- Enterprise (Unix/Solaris) Server Technologies**
- Applications Management (Support, Hosting)
 - DNS - Technical Service/Registration/User Support
 - Data Center Operations (Server Installation, UPS Management/Monitoring, Cabling)
 - Email/Listserv/Calendaring Services
 - Enterprise Server Support and Hosting
 - Enterprise Storage and Back-Up

- Customer Service**
- Customer Service, and Support (Telecommunications, CATV)
 - Marketing Services (Telecommunications, CATV)
 - Phone Sales/Service