

Information Systems Office (ISO)
Functions
As of July 2009

- Budgeting, Purchasing and Accounting Records Administration
- Contract Negotiations and Vendor Relationship Management
- Coordination with University Administration
- Customer Relationship Management
- Human Resource, Payroll and Benefits Records Administration
- Market Research
- Office Space Administration
- Software Licensing Acquisition, Administration and Support Renewals
- Physical Inventory Control (Furnishings, Computers and Telephones)
- Project Scope Definition, Resource Allocation and Initiation

Database Management Services

- CA-CCC-Harvest Software Operational Support
- CA-CCC-Harvest Software Patches
- CA-CCC-Harvest Software Upgrades
- Coordination with CTS Server Administration and Operations
- Coordination with Oracle Technical Support
- Database and Application Server Software Operational Support
- Database and Application Server Software Patches
- Database and Application Server Software Upgrades
- Database Security Administration
- ePrint Security Administration
- Optio Software Operational Support
- Optio Software Patches
- Optio Software Upgrades
- Oracle DataGuard
- Oracle Grid Control
- Oracle RAC
- RingMaster – The Oracle Financials Software Provisioning System
- SSL Certificate Management
- Technical Coordination of Application Software Installations
- Technical Coordination of Application Software Patches
- Technical Coordination of Application Software Upgrades

Application Development Services

- Application Architecture and Internal Consulting
- Application Development Tools Research and Deployment
- Application Development Training Coordination
- Application Needs Analysis and Project Identification
- Application Security and End User Access Control (Some Applications)
- Application Systems Development
- Application Systems Operational Support
- Applications Integration and Systems Interfaces
- Applications Systems Enhancement
- Coordination Among Functional User and IT Departments
- Coordination with Application Vendor Support
- Customer Relationship Management
- Project Management and Status Reporting
- Project Scope Definition, Resource Allocation and Initiation