

**Information Technology Assistance Center (iTAC)
Functions
As of July 2009**

- IT Help Desk**
- Access control (administrative systems)
 - Application/Infrastructure Support (Enterprise) (includes Trend Micro)
 - CatPack Development and Distribution
 - Desktop Support (non-SLA) for public, students, emeriti
 - Help Desk – First Point of Contact
 - Quality of Service Monitoring
 - Referral Service
 - Scanner Support for Test Scoring
 - University Telephone Operators (Main Lines)

- Instructional Technology Client Services**
- Access control (Novell-ADS)
 - Account Creation and Management
 - Consulting on Computer Purchases
 - Desktop Support (Academic/SLAs)
 - Image Now support
 - Public Interface for LAN Technologies
 - Apple/Dell certified Q=Warranty/Repair Shop
 - Cost Recovery PC and Server Repair (Students and Depts)
 - Quality of Service Monitoring
 - Technology Classrooms planning, design, training, management, consultation
 - Hot Line Support for Tech Classrooms
 - InfoCommons/University Computing Labs
 - Image Creation and Troubleshooting for Public Equipment (includes printing)

Technology Training and Instructional Support

- Communications and Training**
- Client Satisfaction Surveys
 - Communications (Unit, some ITS and Enterprise)
 - ETDR consultation
 - Quality of Service Monitoring
 - Technology Training and Documentation
 - Web Design
 - Web Presence (InfoTech, Unit)

- Media Commons**
- Adaptive Technology Lab (with Library)
 - CD/DVD Duplication
 - Cost Recovery Graphic Design Services, Instructional Support
 - Equipment Check-Out
 - Instructional Design Technology, Consultation, Training, and Support
 - Media Development Services (Faculty and Students)
 - Multimedia Production (video and audio capturing)
 - Planning for Equipment Purchases
 - Quality of Service Monitoring