

Information Technology Assistance Center (iTAC)
Functions
As of January 2010

IT Help Desk

- Access Control (administrative systems)
- Application/Infrastructure Support (Enterprise)
- CatPack Development and Distribution
- Desktop Support (non-SLA) for public, students, emeriti
- Help Desk – First Point of Contact for IT Support
- Quality of Service Monitoring
- Referral Service
- Scanner Support for Test Scoring
- University Telephone Operators
- Equipment Check-Out (laptops, cameras, projectors, etc.)

Client Services

- Access Control (Active Directory Services)
- Account Creation and Management
- Apple/Dell Certified Warranty/Repair Service
- Consulting on Computer Purchases
- Cost Recovery PC, Mac and Laser Printer Repair (Personal and Depts)
- Desktop Support (Academic/Service Level Agreements)
- Image Now Support
- IT Project Assistance
- Public Interface for LAN Technologies
- Mobile Device Assistance for Connecting to K-State Systems
- Quality of Service Monitoring

Technology Training and Instructional Support

- Adaptive Technology Lab (with Library)
- Assistance with web presence
- CD/DVD duplication
- Client satisfaction surveys
- Communications (includes InfoTech Tuesday)
- Cost recovery graphic design services
- ETDR consultation
- Instructional design consultation, training, and support
- Media development services (faculty and students)
- Multimedia production (video and audio capturing)
- Planning for equipment purchases
- Quality of service monitoring
- Technology training and documentation

Instructional Technology

- Department Technology Classroom Support (requires memorandum of understanding and fee for service)
- General Use Technology Classroom Support (basic, common, expanded and studios)
- Hot Line Support for Technology Classrooms
- Image Creation and Trouble-Shooting for Public Equipment (includes printing)
- InfoCommons/University Computing Labs
- Quality of Service Monitoring
- Technology Classrooms Planning, Design, Consultation, Training, and Management