

Information Technology Services

New Leader Quick Start Guide



Contact Us

HOURS OF OPERATION

MONDAY-THURSDAY:
7:00am to 10:00pm

FRIDAY:
7:00am to 7:00pm

USEFUL LINKS

ITS WEBSITE
www.sanjac.edu/its

POLICIES & PROCEDURES
www.sanjac.edu/its/support

OFFICE 365 RESOURCES
www.sanjac.edu/its/office365

ITS SECURITY
www.sanjac.edu/its/security

OFFICE 365 EMAIL
<http://outlook.com/sjcd.edu>

TECH SUPPORT ONLINE
www.sanjac.edu/rightanswers

FOLLOW US

FACEBOOK
www.facebook.com/sanjacits

TWITTER
www.twitter.com/sanjacits

SanJac ITS is here for you! We deliver prompt, friendly, and effective customer service. Supporting students and their access to instructional and administrative resources is always our 'number one' priority. For assistance, please contact the ITS Help Desk by using one of the following methods:

Phone: x6137 (on-campus) or 281-998-6137 (off-campus)

Email: TechSupport@sjcd.edu

Online: www.sanjac.edu/rightanswers

ITS Leadership

Rob Stanicic - CIO

Suzanne DeBlanc - Director, Enterprise Services

Allen Bourque - Director, Infrastructure Services

Jeff Tambrella - Director, IT Construction & Facilities

ITS Org Chart is available at www.sanjac.edu/its/about

Important Forms / Documents

Our most commonly used forms and documents are:

Network Access Request Form

In order for a new hire to obtain access to campus computers, the College network, and Office 365 email, the employee's supervisor must submit the Network Access Request Form. The form is available on the internal site at <http://internal.sanjac.edu/networkaccess>

Banner Access Request Form

Access to Banner and specific forms within the system is dependent upon an employee's job function and supervisor approval. Training schedules and online training options are available through the Cornerstone system. The Banner Access Request form is located at <http://internal.sanjac.edu/banneraccess>

ITS Service Level Agreement

This document establishes a statement of service expectations between the College, ITS, and ITS Customers with the intent to improve ITS Service and the College's overall performance. To view this document, please visit www.sanjac.edu/its/sla

New Employee Quick Start Guide

Share with your new hires the technology resources available for their use. Visit www.sanjac.edu/its/support and click on the New Employee Quick Start Guide located under 'Getting Started'.

Project Management Office (PMO)

The PMO is a group within ITS that defines, develops, and maintains effective project management standards for San Jac's IT projects. The PMO works with project stakeholders and IT personnel to ensure that IT projects are delivered on schedule, within scope, and within budget.

To learn more, visit the SharePoint site at www.sanjac.edu/its/pmo

Virtual Private Network (VPN)

When off campus and not connected to the College network, a VPN makes it possible to connect to the network and remotely access network resources including network storage, Banner, and remote access to an office computer by using a home computer or a college laptop.

For additional information and instructions, please visit the ITS website www.sanjac.edu/its/vpn

Electronic Personnel Action Form (EPAF)

EPAFs are used to hire new employees, transfer current employees to new positions, and process separations for employees who leave the College. They are also used for compensation purposes, leader changes, and other various personnel changes.

You can find FAQs, step-by-step guides, and other useful tools at <http://www.sanjac.edu/epaf>