

Information Technology (IT)

Responsible University Office:

A&M-Commerce I.T.

Contact Information for This Office:

Phone: 903.468.6000

Email: Helpdesk@tamuc.edu

Client Portal: <https://td.tamuc.edu>

Website: <https://www.tamuc.edu/cite-support-center/>

The Client Portal is the primary method to:

- Receive relevant and up-to-date information
- Submit, follow-up, and track Incident and Service Requests
- Reference knowledge base articles and Service Catalog

A&M-Commerce I.T. Overview

The Chief Information Officer oversees and is responsible for the daily operations and strategic initiatives and planning for the University. As part of the Division of Finance & Administration, A&M-Commerce I.T. is comprised of five primary business units:

- **Support Services** – Helpdesk, Call Center, and Desktop Support
- **Infrastructure** – Network Architecture, Server Management, Systems Administration, and Telecommunications
- **Enterprise Systems & Applications** – Student Information System (Banner), Database Administration, and Web Application Development
- **Business Relations** – I.T. Project Management, Business Analysts, Inventory Procurement & Control, and University Communications
- **Client Technologies** – Specialized projects, Technology Research, and A/V Environments

A&M-Commerce I.T. operates under the following Shared Governance Model:

IT Steering Committee

The IT Steering Committee is comprised of the University's Executive Team and its primary goal is to provide IT strategic direction. It is not involved in day-to-day management of the IT organization. Rather, establishes IT priorities for the University as a whole. The committee directs and reviews major IT initiatives and if needed, allocate resources from university stakeholders. It is necessary that the various initiatives and projects discussed at this level of governance focus on the University's mission and goals, provide value towards efficient business operability, and to mitigate risk and strengthen compliance.

IT Sub-Steering Committee (ITSSC)

The Information Technology Sub-Steering Committee (ITSSC) provides governance for information technology projects. The primary goal of the ITSSC is to align the information

technology initiatives with the University's strategic goals. The ITSSC will provide oversight regarding project goals, standards, priorities and investments, and the project approval, prioritization, and change control processes. The Committee will provide recommendations for technological needs in regards to operational needs, business continuity, innovation, regulatory policies, and system standards to the University and CIO.

Banner SME Committee

The Banner SME Committee is comprised of individuals who are considered the "super users" that provide valuable insight and knowledge that directly affects both: daily operations and strategic planning in regards to the Student Information System. The Banner SME Committee researches Ellucian Communities and the Texas Consortium Connection (TCC) to stay up-to-date on Banner upgrades, User Interface (UI) and User Experience (UX) improvements to Banner, and Banner-related products. The committee is also responsible for reviewing patches and testing in the QA/Dev Instances along with providing input on Change Requests into the Production Instance.

Senior IT Leadership Team

The Senior IT Leadership Team is comprised of the A&M-Commerce IT Directors and Managers for all IT Delivery Services and the University's CIO. Weekly meetings occur to discuss the status of on-going projects/initiatives and its dedicated resources, issues/tickets that have or have the potential to be escalated, critical system updates and maintenance windows, and any communication briefings from other councils/committees (Local, System, State, and/or Federal).