

Who Ya Gonna Call?

Support Topic	First Report	Workgroup	IDT Manager
AdAstra/Meeting Maker	InfoSys Service Desk 46753	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
ATI/508 compliance – Web Pages	Sandy Neer AC Web Coordinator 41172	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
ARWEN (accounts, access, hardware & operating system issues)	InfoSys Service Desk 46753	Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945
ColdFusion/Web Applications	InfoSys Service Desk 46753	Info & Tech Support & Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945
CPU/Monitor/Barcode Scanner (hardware/software issues)	InfoSys Service Desk 46753	SANS	Carol Phillips IDT Operations Manager 44216
Database connections (via Infodome) problems	Kyle Murley Systems Integrator 48859	Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945
Digital Scanning Services	InfoSys Service Desk 46753	Info & Tech Support	Carol Phillips IDT Operations Manager 44216

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Email (mailing lists and accounts)	Sandy Neer Email Coordinator 41172	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
Ezproxy/Proxy server issues	Kyle Murley Systems Integrator 48859	Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945
Firewall issues	Mark Figueroa Interim LIT&DI Director 42945		
Handouts/Technology Coaching	InfoSys Service Desk 46753	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
Hardware/Software (purchasing)	InfoSys Service Desk 46753	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
Hardware/Software (surplus)	InfoSys Service Desk 46753	Operations Support	Carol Phillips IDT Operations Manager 44216
Infodome (content issues)	Keven Jeffery Digital Technologies Librarian 43405	Digital Initiatives	Mark Figueroa Interim LIT&DI Director 42945
Infodome (hardware & operating system issues)	InfoSys Service Desk 46753	Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945

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Infoguides (content issues)	Keven Jeffery Digital Technologies Librarian 43405	Digital Initiatives	Mark Figueroa Interim LIT&DI Director 42945
LA76, LA78, LL430, LL431, LA4450 (hardware/software issues)	InfoSys Service Desk 46753	SANS	Carol Phillips IDT Operations Manager 44216
Laptop Checkout	InfoSys Service Desk 46753	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
Lfolks (content issues)	Brian Lenz SCC & 24/7 Access 41652	Technology Initiatives & Digital Initiatives	Mark Figueroa Interim LIT&DI Director 42945
Lfolks (hardware & operating system issues)	InfoSys Service Desk 46753	Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945
New Projects (discussion/planning)	Mark Figueroa Interim LIT&DI Director 42945		
New Technologies (network, hardware & operating system issues)	Mark Figueroa Interim LIT&DI Director 42945		
Network (Library & SDSU connection issues)	InfoSys Service Desk 46753	CCS Liaison, Technology Initiatives	Mark Figueroa Interim LIT&DI Director 42945

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PAC	InfoSys Service Desk 46753	Brian Moore, PAC Coordinator	Mark Figueroa Interim LIT&DI Director 42945
Printer - network, individual, public (network vs. individual printer issues)	InfoSys Service Desk 46753	SANS	Carol Phillips IDT Operations Manager 44216
Public and Ref desk (software images)	InfoSys Service Desk 46753	SANS	Carol Phillips IDT Operations Manager 44216
ROHAN (Academic Computing web content issues)	Sandy Neer, AC Web Coordinator 41172	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
ROHAN accounts	Sandy Neer, Account Coordinator 41172	Info & Tech Support	Carol Phillips IDT Operations Manager 44216
ROHAN (hardware & operating system issues)	InfoSys Service Desk 46753	Ron Nash, Systems Manager	Mark Figueroa Interim LIT&DI Director 42945
Student Computing Center (hardware issues)	SCC Help Desk 43189	Brian Lenz, SCC Lead	Mark Figueroa Interim LIT&DI Director 42945
Student Computing Center (help desk issues)	SCC Help Desk 43189	Brian Lenz, SCC Lead	Mark Figueroa Interim LIT&DI Director 42945
Student Computing Center	SCC Help Desk	Brian Lenz, SCC Lead	Mark Figueroa

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(software issues)	43189		Interim LIT&DI Director 42945
Supported Software (in house and for students/campus)	Carol Phillips IDT Operations Manager 44216		Mark Figueroa Interim LIT&DI Director 42945
Video (creation consultation)	Michael Lapins, Head, Media Center 48241	Media Center	Carol Phillips IDT Operations Manager 44216