

**Marist Student Government Association  
Chief Information Officer Transition Manual**



**Prepared By**

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| --- | --- |
| **Name** | **Role (Year/s)** |
| David Gunter | Chief Information Officer, 2012-2014 |
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# INTRODUCTION

This document has been prepared by the outgoing Chief Information Officer (CIO) in order to assist the incoming CIO as he or she transitions into the position. This guide aims to answer basic questions about the position and provide procedures for maintaining existing IT infrastructure and websites.

## Welcome

Congratulations on being appointed to the position of Chief Information Officer! This role is designed to serve as a liaison between Marist clubs and SGA. The primary duties of the CIO include:

* Website maintenance
* Application support (i.e. Club Management System)
* College Activities consulting (as needed)

This position is vital to the ongoing success of the Marist Student Government. If you have any questions, please contact the immediate past CIO for clarification.



## Incoming CIO Checklist

|  |  |
| --- | --- |
|  | **SGA Website access** |
|  | **SGA Server access** |
|  | **SGA Support Application access** |
|  | **Admin permissions for ClubDash, Parking Tickets, Ticket Service** |
|  | **OmniUpdate editor admin permissions** |

# Important Contacts

## Marist Helpdesk helpdesk@marist.edu

The Marist Helpdesk is familiar with the CIO role. You will need to use the Helpdesk when performing the following duties:

* Creating domain accounts for SGA members so that they may use the computers in the SGA office
* Changing email passwords for SGA email accounts
  + Accounts currently in use: [sga.itc@marist.edu](mailto:sga.itc@marist.edu), [sga.cfo@marist.edu](mailto:sga.cfo@marist.edu), [sga.clubs@marist.edu](mailto:sga.clubs@marist.edu), [sga@marist.edu](mailto:sga@marist.edu), [sga.judicial@marist.edu](mailto:sga.judicial@marist.edu)
* Creating new email accounts for clubs or SGA as needed

Please note that all communication with Helpdesk should be done via the official CIO email account ([sga.itc@marist.edu](mailto:sga.itc@marist.edu))

## Web Services web.services@marist.edu

Web Services, located in Donnelly Hall, is in charge of certain web applications beyond the scope of SGA. This department also manages online elections.

**During SGA elections in the Fall and Spring, be sure to contact Web Services before elections occur to let them know when they are occurring. Immediately after SGA Speech Night concludes, or within 24 hours thereafter, send a list of candidates and their desired positions to Web Services and instruct them to enter the candidates into the system.**

## College Activities Michele.williams@marist.edu

From time to time, College Activities will need to be contacted in order to facilitate certain club functions. College Activities will also contact you in the event they need software updated or fixed. As of writing, Michele Williams is the SGA contact in the College Activities office.

## System Administrators

In order to manage the SGA server (located at sga.marist.edu), you will need to contact a systems administrator in the IT department. As of writing, **Jeff Kirby** is the systems administrator who is most familiar with the SGA server.



# PRIMARY FUNCTIONS

## [SGA.ITC@Marist.edu](mailto:SGA.ITC@Marist.edu) Email

Please be sure to check the [sga.itc@marist.edu](mailto:sga.itc@marist.edu) email *at least once per day*. It is imperative that you stay on top of requests so that they are completed and responded to quickly.

**Note: SGA emails cannot be forwarded to Gmail or other personal emails. Doing so makes transition difficult as we would need to reset each email, potentially delaying email delivery.**

## SGA Meetings

You are expected to attend weekly SGA meetings held on Wednesdays during Activity Hour (11:00am-2:00pm). As a member of the President’s Cabinet/Executive Board, you will only attend Executive Board meetings in the event that split meetings are held.

## IT Council & Board Reports

Per the SGA bylaws, the CIO should, as needed, appoint an IT Council to help with various tasks (whether this is administrative tasks, programming, or some other duty is up to you). Please consult the SGA Bylaws for more information.

The CIO is also required to submit a board report to the Executive Vice President every week. Please consult with the Executive Vice President for more information about this, as each administration has a different way of doing board reports.

## Office Hours

All SGA executive board members are expected to hold 8 office hours per week. The CIO, therefore, needs to hold a total of 8 office hours. These hours do not need to be consecutive, and may be spread throughout the week.

## Maintenance of SGA Web Applications

As CIO, you are in charge of overseeing and maintaining all technology resources under the SGA umbrella. This includes:

* Marist ClubDash (Club management system)
  + <http://sga.marist.edu/clubdash>
* Marist SGA Website
  + <http://sga.marist.edu>
* SGA Parking Ticket Appeals
  + <http://sga.marist.edu/parkingappeals>
* College Activities Ticketing Serivce
  + <http://sga.marist.edu/ticketservice>
* SGA Help Desk
  + <http://sga.marist.edu/support>
* SGA Online Elections (in collaboration with web services)
* All SGA computers
* Domain account access for SGA members
* SGA Shared Drive
  + [\\campusshares\Files\SGA](file:///\\campusshares\Files\SGA)   
    Login with your Marist domain account

More information about each application can be found in later sections.

## SGA Help Desk

The SGA Help Desk, in combination with the SGA.ITC email, is the primary point of contact for the CIO. You will receive emails in the SGA.ITC inbox notifying you when a new ticket has been opened.

Note: Foxmail likes to mark new tickets as “Suspected Spam.” Ignore the warning, as these are valid, automated emails.

The HelpDesk system can be found at <http://sga.marist.edu/support>

## SGA Server

As CIO, you will need access to the SGA server. Please contact a Marist systems administrator to request access to the sga.marist.edu server. You will then log in with your Marist k-account and password.

## Domain Accounts

Each SGA member needs a domain account to access the computers in the SGA office. Please contact HelpDesk ([helpdesk@marist.edu](mailto:helpdesk@marist.edu)) using the [SGA.ITC@MARIST.EDU](mailto:SGA.ITC@MARIST.EDU) email address. To submit the request you will need each member’s email address. Members from previous administrations will already have a domain account, so do not include them in the request.



# Marist SGA Web Applications

## Marist ClubDash

The ClubDash system is the premiere SGA web application that the CIO is responsible for supporting. The system is build using **Laravel 4**, with a **MySQL** backend. You may want to become familiar with PHP before learning Laravel, as a firm understanding of PHP principles is necessary to modify the ClubDash codebase.

If you do not currently have access to the ClubDash admin interface, please contact an SGA member or Michele Williams so that you can be added to the Administrator group.

The ClubDash system resides on the sga.marist.edu web server.

There is a GitHub repository hosting the codebase. Please contact [david@davidgunter.ca](mailto:david@davidgunter.ca) (The CIO who first created ClubDash) to receive access and take control of the GitHub repository.

Passwords for a few of the services ClubDash consumes:

**MailChimp:**

U: sgamarist  
P: governmentredfox11!  
  
**Iron.IO** (queueing system):  
u: [sga.itc@marist.edu](mailto:sga.itc@marist.edu)  
p: stugov3023!

**ClubDash database access**:

U: clubduser  
P: triggerrhinoceroushamilton93!

url: <http://sga.marist.edu/mysqladmin>

## College Activities Ticketing Service

The CIO is partially responsible for maintaining the Ticketing Service used by College Activities. The code for this system resides on the sga.marist.edu server, and is written in PHP on top of the Laravel 4 framework.   
  
College Activities can usually manage the system themselves. The system (as of Fall 2014) was a quick fix for an issue they were having, so the underlying code is messy and in dire need of a rewrite. Consider approaching this project as a first initiative, but be careful when modifying it.

College Activities should have login information for this system, but here are a few additional users that have access:

U: collegestaff

P: foxactivity11

U: maristsga

P: stugov3023

## Marist Parking Ticket Appeals

This application was developed by David Gunter during the DiBlasi administration. It was built using **Laravel 3** and has a custom-developed user interface.

The application is generally self-sustaining, but you will need to add new Justice Board members to the database as they are appointed.

To add new Justices, follow these instructions:

1. Go to the MySQL management panel: <http://sga.marist.edu/mysqladmin>

2. Click on the “*parkingappeals*” database

3. Click on the “*users*” table

4. Insert a new row with the CWID of the Justice

5. Justice will now have access to the system.

\*\*NOTE: Consider adding a new user form to more easily add justices\*\*

## Marist SGA Help Desk

This system is an implementation of a 3rd party help desk script. Please consult with the outgoing CIO to get an account with the help desk.

## SGA Database

Please consult with the outgoing CIO for master/root database credentials.

Username: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Password: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



# Club Websites

## CIO Responsibilities

During club transition periods, you will receive numerous emails from the incoming club webmasters requesting access to club websites. You are responsible for granting access in a timely manner and letting the new webmasters know they have access.

Additionally, please direct the club webmasters to read the following documents:

**Website Requirements** (explains what information is needed on a club’s website):  
<http://sga.marist.edu/home/wp-content/uploads/2014/09/Website-Requirements.pdf>

**Website Handbook** (explains how to use the website editor):

<http://sga.marist.edu/home/wp-content/uploads/2014/09/Website-Handbook.pdf>

Note: As of writing (December 2014), club websites still run on the OmniUpdate CMS suite. This system is not only cumbersome, but also exceedingly tedious to add new editors to a club website. There have been talks about replacing OmniUpdate with a new suite, but IT has not given SGA much information about this. Consider talking to [Lori.Szilaski@marist.edu](mailto:Lori.Szilaski@marist.edu) about initiating that project.

## Adding New Webmasters

*Click on the “hot” corner on the top right of the screen to access the login.*

Step 1: Collect Necessary Information

* **You will need the student’s CWID**

Step 2: Setting Up New User

1. Click on the Setup tab Users New User
2. Fill out the following fields:
   1. OmniUpdate User Information
      1. Username: {CWID}@marist.edu
      2. First Name: Contributors First Name
      3. Last Name: Contributors Last Name
      4. Email: {CWID}@marist.edu
   2. User Restrictions
      1. User Level: 8-Designer
      2. Approver: None
      3. Toolbar: CSS Strict (or default)

**Uncheck “Create Group”**

1. Click Submit

Step 3: Setting Up New Groups/Clubs

1. Click on the Setup tab Group New Group
2. Name the group/club
3. Select the Edit button that corresponds with the new group/club
4. Add the appropriate contributor by selecting them from the Available User list and clicking on the + button.
5. Click Submit

Step 4: Setting Up New “Club” Websites

1. Click on the Content tab  Pages  Click on the New button in the top‐right corner of this frame.
2. Click on the Create New Section button that drops down.
3. Fill out the short form with the information pertinent to the new club/section. (Refer to the grey notes to the right of the blank fields for proper formatting.)
4. Click the Submit button.

Step 5: Setting Up The Appropriate Access

1. Click on the Content tab  Pages  Click on the Access Button under the Admin category corresponding to the clubs folder.
2. Fill out the necessary information
   1. Access Setting
      1. Check “This folder and all existing items within”
      2. Assign Access to the appropriate group that you created which should already contain the users which you selected.
      3. Set Toolbar to CSS Strict
      4. Set Template Group to Club Editors
   2. Directory Variables
      1. Select the New Property button
      2. In the second line
         1. First blank: clubname
         2. Second blank: Actual Club name

This information with show up in the red bar on their site.

Step 6: Setting Up PDF and Image Folders

1. Every Clubs Directory aka Section needs a PDF and Image Folder. To create these folders follow the following steps:
   1. Click on the Content tab  Pages Select the appropriate Club by selecting the name of club in Blue.
   2. Once within that folder, click the New button.
   3. Above the two large buttons is a New Folder button
   4. Click this button
      1. Name the folder PDF
      2. Leave all boxes checked
      3. Click Create
      4. Repeat steps for Images

Helpful Tips:

* It is helpful to monitor what your contributors are publishing by regularly reviewing the list of Recent Publishes which is located under the Content tab.
* You have access to everyone’s pages. Therefore, if anything questionable is posted. You do not have to wait for them to remove it.
* Inform your contributors ahead of time about the rules that govern Marist logos and Branding.

Always uncheck Create Group Button and remember to remove the old user’s access when granting new access.