

# Employee Welcome Handbook

2024-2025



SACRAMENTO STATE  
INFORMATION RESOURCES & TECHNOLOGY

# Welcome to Team IRT

Thank you for joining our awesome team. What makes IRT awesome? Your fellow employees and the mission of Sacramento State make this a great place to work. In IRT, we strive to make this an interesting, captivating, energetic place to grow professionally. Our team of more than 100 IT professionals takes on new challenges every day, supporting a population of more than 40,000 students, faculty, staff, auxiliary, and collaborative campus community members. IRT is the heart of enterprise technology for campus, and we are the only division that exclusively delivers IT services, support, and solutions. Better still, we have the opportunity to serve as a trusted partner and work alongside other divisions to innovate what's possible with technology.



**Mark Hendricks**  
Vice President & Chief  
Information Officer

*This guide is a primer to help you understand the structure and services we provide, and the contacts who will be invaluable for success. You'll still have many questions – bring them! – our doors are always open.*

One of the best parts of working for Sac State is our focus around helping students succeed and improve their lives, and the lives of those around them. I've had the good fortune to volunteer during many graduation ceremonies, and there is nothing better than seeing the pride and joy on the faces of the graduates, their parents, families, and loved ones. At Sac State, we value and promote diversity and inclusion. We are a family, and all of us deserve to feel accepted, respected, and appreciated. The University is also committed to improving communities, and as the region's "Anchor University," Sacramento State's 230,000+ proud alumni are catalysts for improving communities here, and throughout the nation and world.

Finally, IRT is dedicated to providing essential, secure, and excellent technology services and customer service – which begins with all of us! IT is changing, and our role is as a trusted partner first, service provider second. We are excited to now include your expertise among our many strengths.

Stingers Up!

*Mark Hendricks*

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# New Employee Checklist

## Before Orientation/First Day

Welcome Email	Human Resources Employment Services will reach out to welcome you, and provide any additional information about your new role.
Create SacLink Account	Setup instructions will be sent to your personal email address. After creating your SacLink account, you'll enroll in 2-Step Verification with Duo.
HR Paperwork	You'll receive an email with instructions for the Human Resources (HR) New Employee Orientation. Please be sure to bring any required documents.
Campus Map	Download the free <a href="#">Sac State Mobile app</a> (App Store or Google Play) for an interactive campus map with live parking and more.
University and IRT Websites	Visit <a href="https://csus.edu">csus.edu</a> and <a href="https://csus.edu/irt">csus.edu/irt</a> .

## First Day: HR Orientation

Wear comfortable shoes	Optional, but there may be quite a bit of walking around campus.
Water, snacks, lunch	Feel free to bring your own, or check out the variety of <a href="#">on-campus eateries</a> .
Orientation Session	Orientation begins at 8:15 AM in the Welcome Center.
First Day Parking Permit	The morning of orientation, please park in one of the free 30-Minute parking spaces in front of the Welcome Center.
Permanent Parking Permit	Purchase your Employee Parking Permit at the Welcome Center. You can add up to two license plate numbers to be associated with your parking permit. Purchase one directly, or setup a payroll deduction.
OneCard (ID Card)	You'll get your OneCard (ID Card) during new employee orientation. Free for the first issued OneCard, but \$15 to replace a lost, stolen, or damaged card.

## Welcome to the AIRC and Team IRT

Meet your Supervisor	Meet with your supervisor to discuss information about the department, your position description, expectations, and more.
Building Access	Working on site? You'll receive an email from the IRT Admin office with a key FOB request form for the AIRC building. Take the form to the Facilities Management Office to pick up your FOB and/or any other keys needed.

# New Employee Checklist

## Workstation & Housekeeping

Desk and Office Furniture & Office Supplies	The IRT Admin office staff can help on-campus and hybrid employees with furniture and/or ergonomic needs; the IRT Admin Analyst orders supplies.
Desk Phone/Making Calls	Dial '7' for outbound calls then the number. On-campus extensions? Dial an '8' and then the last four digits of the extension.
Computer and Accessories	Questions or issues with your computer? Submit a ticket to <a href="mailto:servicedesk@csus.edu">servicedesk@csus.edu</a> or call the Service Desk at 916-278-7337.
Login to your Workstation & Manage Password	Login with SacLink credentials (username plus your password). <a href="https://password.csus.edu">password.csus.edu</a> or "manage password" in My Sac State.
Setup your Network Printer	Open your computer's printer/scanner menu and under search type, lookup \\sacprint2\IRT then find your location in the list.
Locate Network Drives	N: Drive – Shared Departmental Drive P: Drive – Shared IRT Project Drive U: Drive – Personal/Home Drive
Software	Self-service: <a href="#">Software Catalog</a> Windows: Software Center Mac: Self Service
My Sac State	Login with your SacLink account to <a href="https://my.csus.edu">my.csus.edu</a> to view your Employee Center records and familiarize yourself with the campus portal.
Campus Directory Listing	Look yourself up at <a href="https://directory.csus.edu">directory.csus.edu</a> to confirm all information has been entered correctly - if not, you can request an update.
Business Cards	Ask your supervisor; if your role requires business cards, connect with the Administrative Analyst to order them.
Request Time Off	You must request time off in advance and obtain approval from your supervisor. Department's may also have specific time-off requirements.
Report Absences	Each month, you must report your absences on My Sac State.
Request Travel	Travel requests are managed through Concur, and training is required.
Sign up for Emergency Notification System (ENS)	<a href="#">ENS alerts</a> are automatically sent during campus emergencies to all Sac State issued devices. Add a personal mobile number and email in the ENS section of your Personal/Campus Directory/ENS section on My Sac State.

# Important To Do's

## Emergency Notification System (ENS)

In the event of a campus emergency, the Sacramento State Police Department uses the Emergency Notification System (ENS) to send out automated, urgent alerts to Sac State-issued devices and eligible participants.



Increase the odds of being reached by opting in a personal mobile phone number and email address for use by the ENS.

[My Sac State: Personal/Campus Directory/ENS](#)

## Review Building EAP

The Emergency Action Plan (EAP) details designated actions that faculty, staff, and students must take to ensure safety during a campus emergency.



[Review the AIRC's EAP](#)



## Sac State 101

Sac State 101 is a mandatory series of six informational sessions that introduces you to campus culture, and guides you through an informative overview of the University structure and operations.



Complete Sac State 101 sessions **within the first 60 days.**



## CSU Learn

All employees are required to complete online trainings in CSU Learn based on your role and responsibilities. Trainings are typically annual, are compliance or professional development oriented, such as:

- Data Security and FERPA
- CSU's Sexual Misconduct Prevention Program



CSU Learn will email your required training notices throughout the year. Complete trainings and browse other resources from the CSU Learn link on My Sac State.



# Welcome to Campus Tech List

## Arrival Day/First Week



[servicedesk@csus.edu](mailto:servicedesk@csus.edu)

### Plugging In

Computer issues?



- [Open a Service Ticket](#) with IRT; or
- Contact your [area ITC](#)

### Connect to Wi-Fi

Connect devices to [eduroam](#), the official campus internet.



### Log In

- Use your SacLink login credentials
- Enroll in [Two-Step Verification with Duo](#) (if you haven't already)



### Manage Password

Manage your SacLink account password at [password.csus.edu](https://password.csus.edu) on My Sac State.



*Never share your password or use it for a non-University system*

### Computer Updates/Patching

Your device may have a backlog of updates that can take awhile. Ensure your computer is updated and secure and follow all update instructions.



### Campus Phone/Call Forwarding

Connect with [Phone Services](#) to setup a desk phone, softphone, or to request call forwarding.



- Outside call? Dial '7' then the number.
- On-campus call? Dial '8' then the last four digits of the extension.

### Printing

While keeping it on screen is still best, find your area's network printer by typing "lookup \\sacprint2\IRT" into your computer's printer-scanner menu.



### Bookmark this!

The campus portal and Employee Center at [my.csus.edu](https://my.csus.edu) is your one-stop hub:

- Manage your profile information
- Look up benefits, leave balances, and compensation
- Submit monthly absence reporting
- Quick links to software

**MySAC STATE**



### Join ENS

Stay informed in the event of a campus emergency by adding personal contact information for use by the [Emergency Notification System \(ENS\)](#).

### Campus Directory

Lookup colleagues and department contacts and request updates to your preferred name at [directory.csus.edu](https://directory.csus.edu).



### OneCard

The OneCard is your official photo identification card carried by all students, faculty and staff. Get yours from the [Bursar's Office](#).



# Desk Companion

All the essentials for your first day and beyond

[csus.edu](http://csus.edu)    [directory.csus.edu](http://directory.csus.edu)  
[csus.edu/irt](http://csus.edu/irt)    [csus.edu/hr](http://csus.edu/hr)  
[my.csus.edu](http://my.csus.edu)    [csus.edu/bursar](http://csus.edu/bursar)



[servicedesk@csus.edu](mailto:servicedesk@csus.edu)

## Productivity & Communications

### Software & Tools Catalog



University-managed computers feature a standard image. Explore software additions at [Software & Tools Catalog](#) or self-service:



- PC: Click Start, and type "Software" to search
- Mac: Look up "Self Service" in Spotlight search



### Digital Workflows

[Acrobat Sign](#) is used for online signatures, and many functions are managed through [OnBase](#) forms and workflows.



### Zoom Video Conferencing

- First-time account setup [csus.zoom.us](https://csus.zoom.us)
- How to's: [csus.edu/zoom](https://csus.edu/zoom)



### Microsoft 365 Tools

Use your Sac State credentials at [portal.office365.com](https://portal.office365.com) to access M365 enterprise tools. Help? [csus.edu/microsoft365.com](https://csus.edu/microsoft365.com)



### SacSend Broadcast Emails

Official campus communications feature "[SacSend]" as the sender name.

## Security, Storage & Sharing

### File Storage/Sharing



Always follow proper [file storage and sharing solutions](#). Campus utilizes share drives and cloud storage/sharing tools.

### Computer Patching



When you receive a security patch pop-up, save your work, or snooze when you're at a stopping point, then follow instructions. Careful! Your computer will automatically update/restart after too many snoozes, and you could lose your work.



### Data Classifications

Secure your work by following processes to protect campus sensitive data:

- [CSU Responsible Use Policy](#)
- [What is Level 1 and 2 data?](#)



### Global Protect VPN

Connects your device to campus resources securely.



### Phishing Awareness

Visit [csus.edu/phishing](https://csus.edu/phishing) for how to identify and report phishing attacks.

## Training & Professional Development

### CSU Learn

Find CSU Learn in your [My Sac State](#) Employee Center to complete annual training requirements, view transcripts, and explore resources.



### LinkedIn Learning

All employees enjoy unlimited access to the [LinkedIn Learning](#) library of training resources.



# About Sacramento State



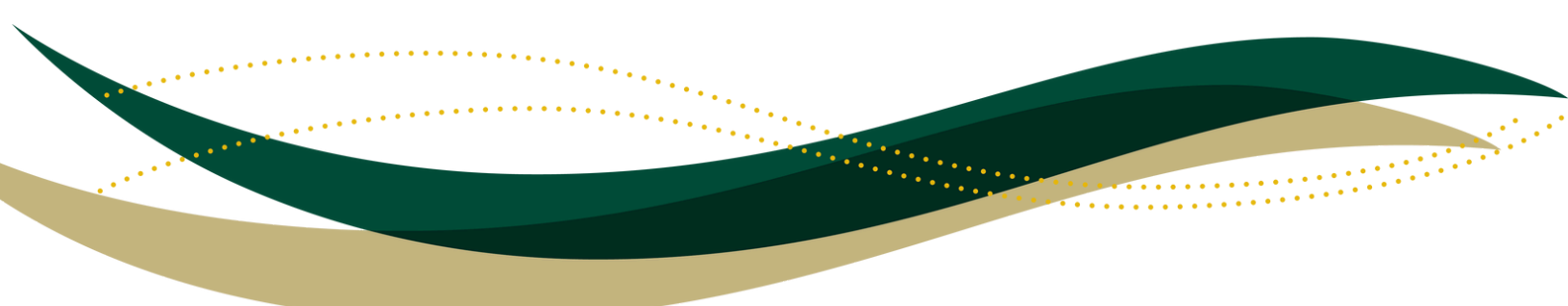
*Stingers up!*

## VISION

*To be a welcoming, caring, and inclusive leader in education, innovation, and engagement.*

## MISSION

*As California's capital university, Sacramento State transforms lives by preparing students to lead, serve, and succeed.*



## CAMPUS IMPERATIVES



- Learning & Student Success
- Teaching, Research, Scholarship & Creative Activity
- Justice, Diversity, Equity, Inclusion & Belonging
- Resource Development & Sustainability
- Dedicated Community Involvement
- Wellness & Safety

# IRT Division

## VISION

*To serve as a strategic, trusted partner and the source for enterprise technology leadership at Sacramento State.*

## MISSION

*Information Resources & Technology (IRT) partners with faculty, staff, and students to provide essential information technology services that support mission critical activities and innovative technology solutions that facilitate the accomplishment of strategic campus goals at Sacramento State.*

## STRATEGIC GOALS

- 1** Support and innovate within campus imperatives.
- 2** Mature digital transformation strategies to improve student success/experience.
- 3** Unification and standardization of University IT practices and service management.
- 4** Expand internal and cross-functional data-driven decision making.
- 5** Adopt, operationalize, and advance DEI and anti-racism initiatives as individuals and as stewards serving our University community.



[View most current org chart](#)



[View Annual Reports](#)

# IRT Culture



*A culture of collaboration and belonging, employees are encouraged to coach and trust each other.*

*We focus on:*



Building processes



Nurturing effective relationships



Breaking down silos within IRT and across the University.



IRT provides governance over University IT systems, architecture, security, data, and networks, ensures that imperative infrastructures are established and supported, and creates and maintains the security and functionality of all operational applications.

To cultivate and build on a team of dedicated professionals committed to working with our faculty, staff, and students, we have an established IRT culture.

## GUIDING PRINCIPLES

### VALUE OUR CUSTOMERS AND COMMUNITY

- Customer-focused, IRT acts in the best interests of our students, faculty, staff, and community.
- Work as one team to provide technology leadership through partnership.

### RESPECT AND TRUST

- Dependable, reliable and equal partner – not always the provider – focused on collaboration and communication.

### OPERATIONAL EXCELLENCE

- IRT innovates to improve its quality of service and provide highly reliable systems, promoting industry standards.

### EMPOWER OUR EMPLOYEES

- Every employee is valued, and we create an inclusive environment where employees thrive, grow, and innovate.
- Entrust employees with appropriate decision-making authority.
- Resources intentionally allocated and aligned with mission and strategic campus goals.
- Communicate, consult, and be transparent; focus on relationships and the end user experience.
- Position IRT as a collaborative peer and consistently deliver value.
- Reliable, managed, governed solutions for campus.
- Think and act beyond the request; use our expertise to influence and guide the design and delivery of the best decisions, outcomes, and experiences.

# IRT Leadership



**Mark Hendricks**  
Vice President & Chief  
Information Officer



**Peggy Kay**  
AVP, Academic Technology  
& Campus Engagement,  
and Deputy CIO



**Hema Manickavinayaham**  
AVP, Planning and Digital  
Transformation



**Nathan Zierfuss-Hubbard**  
Chief Information  
Security Officer (CISO)



**Nick Sladojevic**  
Senior Director,  
Infrastructure & Operations



**Isaac Cabrera**  
Director, Enterprise  
Systems & Data  
Services



**Kelli Hunt**  
Director,  
Customer  
Services



**Matt Kay**  
Director, Academic  
Technology  
Services



**Nadya Lucas**  
Director, Project  
Management  
Office



**Charlene McKoy**  
Budget  
Analyst



**Greg Porter**  
Director, Campus  
Applications



**Jesseca Sanchez**  
Executive Assistant  
to the VP/CIO & IRT,  
Administrative Analyst



**Jennifer Sonne**  
Director,  
Digital User  
Experience



**Courtney Zuke**  
Communications  
& Marketing  
Program Manager

# Campus IT Governance

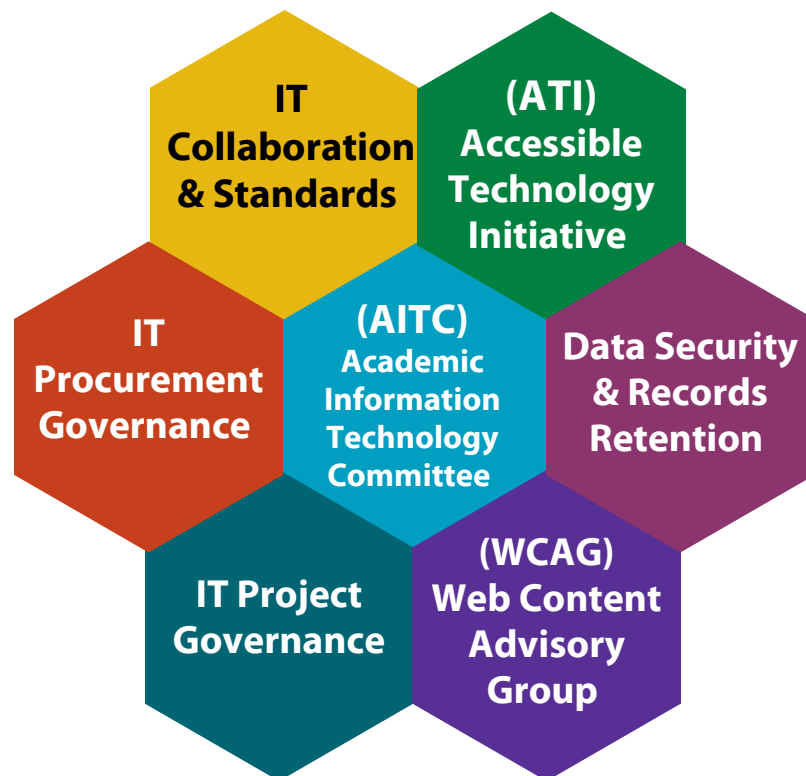
Campus technology decisions and innovations are cultivated through representational, cross-divisional engagement and teamwork across specific technology governance groups.



## IT Advisory Board

As the primary governing body for campus technology, the IT Advisory Board provides special consultation to the IRT Vice President & Chief Information Officer to help prioritize divisional IT projects based on alignment with campus strategic goals and other needs.

Representatives serve a 2-year term and include participation from each campus division, as well as representatives from Faculty Senate and Associated Students, Inc. (ASI). The group meets monthly during the academic year to provide divisional and campus-wide perspective, feedback on IRT strategies and plans, and calls for future campus technology needs.



## ACCESSIBLE TECHNOLOGY INITIATIVE (ATI)

Reporting to the President's Cabinet through IRT's Vice President & CIO, the ATI Steering Committee serves as a governance group and principal campus advisor regarding accessible technology issues and compliance guidelines.

## ACADEMIC INFORMATION & TECHNOLOGY COMMITTEE (AITC)

A Faculty Senate subcommittee comprised of broad campus representation, the AITC develops campus academic information technology strategies, recommends policy to the Faculty Senate, and serves as a consultative body regarding academic technology issues.

# Reporting Absences, Work Hours & Travel

## REPORTING ABSENCES



Employees must report their absences (even if none) in their Employee Center on My Sac State at the end of each month.

1. Login to My Sac State and click Report Absences in your Employee Center.
2. Enter your absent hours in the "Report and View Absences" page.
3. In the "Absence Name" field, select the reason (or select, "No Leave Taken.")
4. Click Submit.

## VACATION REQUESTS

Email your direct supervisor to request time off at least one week prior to the planned absence(s). They will confirm or discuss your request. Additionally:

### Staff

- Create an all-day event with no status ("Free") in your supervisor's calendar.
- Out late/out for the day? Inform your team, front office, and manager(s).



### Managers

- Managers are to identify their backup /admin in charge in the vacation request and in the all day outlook calendar item.
- Prior to leaving (or on the first day of the vacation) managers should communicate this information via email to IRT Managers and Admin Office.

## EXTENDED VACATION

- Vacation requests may not exceed 2 weeks without CIO approval.
- Staff are responsible for tracking max vacation carry forward hours.
- Staff approaching vacation maximums are responsible for planning and scheduling vacation ahead of time which does not impact priorities and work.



# Reporting Absences, Work Hours & Travel

## CTO & AFTER-HOURS WORK

Manager approval is required for "exempt" staff to perform after-hours work or to respond to critical repairs.



- After hours work can be conducted onsite or at home.
- Exempt staff are offered unofficial CTO and schedule flexibility (extra consideration for work conducted during campus closures/holidays).
- Exempt employees can only claim full (no partial) workdays or full vacation days, etc. Managers have discretion.
- Tired employees who worked overnight should go home.

## TRAVEL

[Register for training](#) to receive a Concur travel card. All travel requests must be submitted to your supervisor prior to entering it into Concur. Additionally:



- Keep ALL original, itemized receipts for all travel expenditures.
- Meals are limited to yourself, and NO alcoholic beverages allowed.
- When possible, carpool to reduce expenses.
- If you choose to arrive early/stay after, you are responsible for additional expenses.
- No comp time for traveling or attending a conference.

## TELECOMMUTING/REMOTE WORK

Sacramento State supports telecommuting work arrangements when operationally feasible or as part of a disaster recovery or emergency plan. IRT Telecommute agreements are renewed annually.



## OUT-OF-STATE TELECOMMUTING/REMOTE WORK

[HR Telecommuting Resources](#)

- Remote work out of state will only be authorized for short periods of time and for extenuating circumstances.
- Must be approved by the VP/CIO.
- Is limited to remote work schedule in most cases.

# Meetings & Division Gatherings

## WEEKLY

### CHANGE CONTROL

Change Control meetings are typically every Wednesday at 3pm.

- IRT staff
- Area IT Consultants (ITC's)
- IT functional owners
- Other IT stakeholders



Evaluate upcoming big impact/high risk changes 2+ weeks in advance for planning and communications purposes.



Discuss 411's (campus alerts, outages), root causes, and process improvement; periodic app/system vulnerability reviews for items over 90+ days.



## MONTHLY

### IT OPERATIONS MEETING

Once a semester, the IRT Service Desk sets an agenda and invites all designated IRT and distributed IT staff (ITC's) to meet and share and collaboratively work through campus technology updates and operational issues that will impact University partners.

## QUARTERLY

### IRT CHECK-IN'S & QUARTERLY DIVISION MEETING

Held in-person and/or virtually, the IRT division meets to team build, share updates, and to learn about organizational and campus-wide initiatives. All staff are required to attend (or get prior manager approval if they are unable to join).



## GATHERINGS

### HOLIDAY & SEASONAL GATHERINGS

Several times a year, Team IRT gathers on campus for holiday parties, bbq gatherings, award presentations, and team building activities.





# IRT Administrative Team



**CHARLENE MCKOY**

Budget Analyst

The IRT administrative team provides our division's financial and overall administrative support for finance, budget, accounts payable, accounts receivable, human resources, payroll, and travel.

Charlene oversees:

- IRT division budget
- Revenue, expenditures, cost allocation, and cost recovery
- Signature authority

She also leads and trains IRT administrative office personnel in the areas of finance, reconciliation, procurement, human resources, payroll, accounts payable, accounts receivable, travel, and operations.

## JESSECA SANCHEZ

*Executive Assistant to the VP/CIO & IRT Administrative Analyst*

Jessica is likely the first IRT team member you met during your recruitment process. She works closely with the VP/CIO, executive and leadership teams, a variety of campus divisions and departments, and manages:

- Administrative operations (ordering/tracking furniture, building maintenance, ordering building and office supplies)
- Visitor parking
- Human resources (recruitment, student assistant hiring process, and payroll)
- Internal event planning
- Website content updating/maintenance



## ROLLY ROBINSON

*Administrative Support Coordinator*

Rolly performs operational duties specific to procurement, reconciling IRT accounts payable, and some receiving transactions. Reporting to the Budget Analyst, she serves as the primary point person for IRT's central procurement card purchases. Rolly also provides front-line customer service for the IRT Administrative Office suite in AIRC 3010.



**QUESTIONS? COME SEE US IN AIRC 3010!**

# Network Infrastructure & Operations



**NICK SLADOJEVIC**  
Senior Director,  
Infrastructure & Operations

The IRT Operating Systems and Support (OSS) Team deploys, maintains, and supports critical University IT infrastructure and applications. The team provides Tier 3 support for over 900 servers, and management of the following:

- Active Directory
- Advanced OS support and file sharing services
- Application system monitoring
- Data backup and restoration
- Domain name registration
- Identity/password management (supported and self-service)
- Load balancing and redirection
- Microsoft Windows and Microsoft 365
- Multi-Factor Authentication (MFA)
- PKI Certificate Issuance
- Server standards, deployments, virtualization, storage, and vulnerability management
- Red Hat Linux
- Single Sign-On (SSO)



Supports remote teaching, learning, and working capabilities through enterprise use of Microsoft One Drive, Outlook, and Teams.

## CHANGE CONTROL

Hosts weekly Change Control meetings.



✔ Supports a 'cloud first' campus strategy

✔ Reducing servers and services hosted in the campus Data Center

✔ Full modern authentication in Microsoft 365

## IDENTITY MANAGEMENT

The IRT Identity Management (IDM) Team creates, maintains, and supports campus authentication and related services. Functionality, reliability, consistency, and uptime is the priority.

The IDM group manages:

- SacLink account lifecycle
- Password management
- Multi-factor authentication (2-Step with Duo)
- Single-sign-on (SSO)
- Top-level permission and access mechanisms



# Network Services

The IRT Network and Telecommunications Services Team supports the Campus Data Center, network and telecommunications systems, and remote campus locations such as the Aquatic Center, Sacramento State Downtown, and Folsom Hall.

## CAMPUS DATA CENTER

- University's private cloud operations with server, storage, and networking services
- Functions as a hub for internal/external campus network and resources, utilized by the Sacramento County Office of Education
- Hosts 8 critical campus disaster recovery infrastructures that are available to other CSU campuses for disaster recovery co-location services

## NETWORK SERVICES & TELECOMMUNICATIONS

The team designs, implements, and maintains critical campus infrastructure and networks, including:



- Campus internet connectivity
- Official eduroam Wi-Fi (Wi-Fi 6)
- Network routers and firewalls
- Global Protect VPN services
- Campus telephone system (7,000+ lines)
- Campus emergency response application
- Campus police dispatch system
- New phone request/phone relocation
- Avaya OneX Communicator Softphones
- Voicemail password reset
- Network/phone jack office design, relocation and activation
- Indoor/outdoor Wi-Fi access point services

# Enterprise Systems & Data Services



## ISAAC CABRERA

Director, Enterprise Systems & Data Services



*Partners with ABA, HR, Student Affairs, and Academic Affairs to provide day-to-day support, and collaborate on divisional projects that require student or employee data integration.*

The IRT Enterprise Systems Team provides software development support, and serves as a primary technical resource for the University Enterprise Resource Planning (ERP), as well as employee and student administration systems accessed through the My Sac State portal.



## COMMON MANAGEMENT SYSTEM (CMS)

Powered by Oracle PeopleSoft, the Common Management System (CMS) is the official system of record for student, human resources, and financial information.

### HUMAN RESOURCES (CMS HR)



Stores and manages employee information and data, and affects several University business processes:

- SacLink account creation
- Hiring workflows
- Benefits
- Payroll administration

### STUDENT ADMINISTRATION (CMS SA/CAMPUS SOLUTIONS)



One of the most central components of the University's information structure, and the primary student information and data source for business processes and services:

- Applicant data
- Grades
- Student financial aid
- Academic planning/advising
- Enrollment history
- Class schedule building
- Course information
- Registration processes

### FINANCIAL SYSTEM (CFS)



A critical component of the University's infrastructure powering budgeting and day-to-day financial operations:

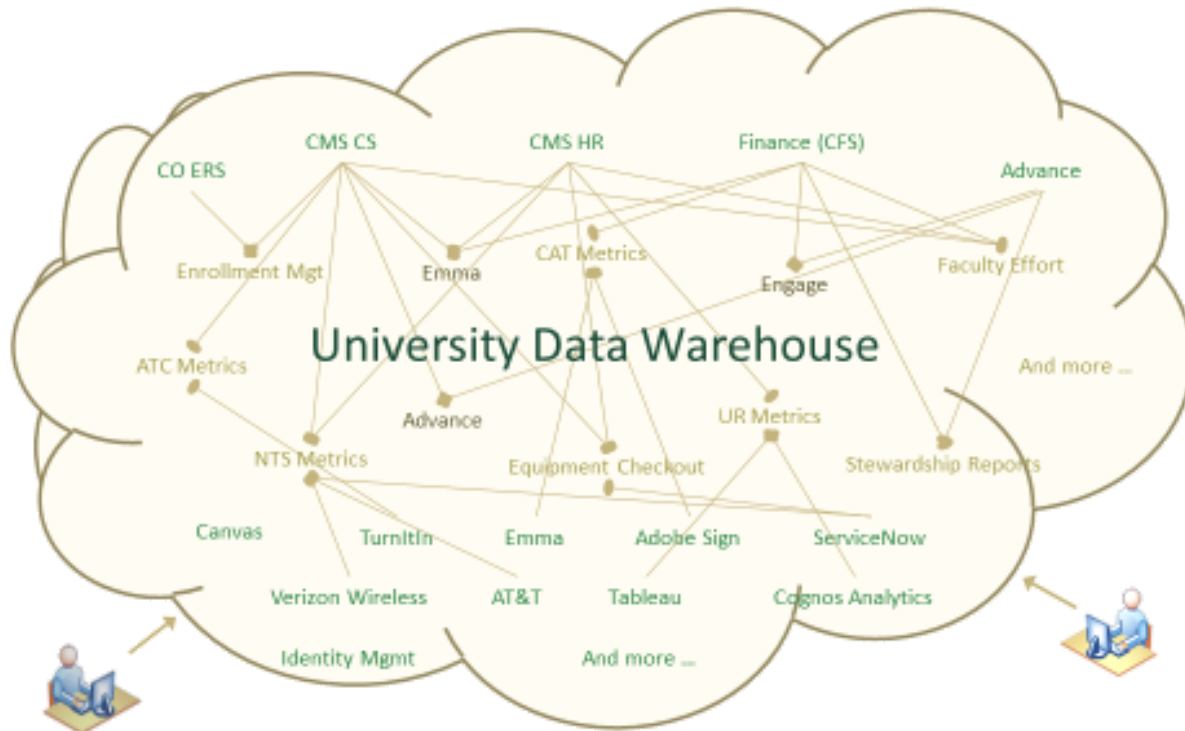
- Purchase requisitions
- Procurement
- End-of-year reporting
- Expenditure transfers

The CSU Office of the Chancellor provides primary technical support, supplemented by the IRT Enterprise Systems Team.

# University Reporting & Data Services

University Reporting & Data Services powers University data-driven research and decision making with a variety of on-demand and custom metrics, reports, and visualizations. The team specializes in:

- Report and dashboard development
- ETL development
- Data modeling
- System integration



## SUPPORTED TOOLS

- Cognos Analytics reporting environment
- Tableau data analysis environment
- Informatica extract, transformation and load (ETL) processing



## SERVICES

- Reporting and dashboard solutions
- User training and best practices
- Data integration with other campus applications
- Data exploration through the Campus Data Scientist environment

*Campus divisions, colleges, and program leadership and staff can request access to self-service tools and resources, or connect with the team for consultation.*

# Campus Applications Team (CAT) & Digital Transformation



**GREG PORTER**  
Director, Campus  
Applications



The Campus Applications Team (CAT) provides technical support for campus-wide systems, as well as primary software application support and development for internally written integration applications, and University document imaging and workflow solutions.

The team advances digital transformation initiatives to innovate University academic and business operations, and assists campus departments with technical administration of applications and systems.

The team creates and supports integrations between many campus applications and CMS using GoAnywhere and other development tools.

- Application integrations & support
- Broadcast (SacSend) email service/support
- Consulting
- Digital transformation/automation
- Document imaging
- Enterprise database management
- Onboarding assistance
- Retrieval and workflow solutions

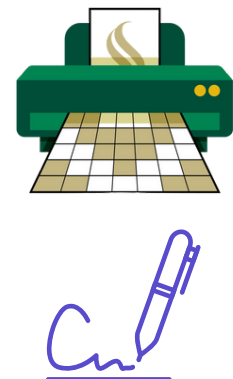
## Academic



## Operational



## Transactional



# Information Security Office (ISO)



**NATHAN  
ZIERFUSS-  
HUBBARD**

Chief Information  
Security Officer (CISO)

The IRT Information Security Office (ISO) provides standards, practices, and support to protect - and empower campus users - to mitigate malware, phishing attacks, and other malicious attempts to compromise University assets. The team's commitment extends to education and consultation to ensure that current and purchased technologies are compliant, that workstations are secure, and that sensitive data is protected.

- Data classifications and privacy standards
- Secure data file storage/sharing
- Security training and phishing awareness
- Security detection, incident management and response
- Technology procurement/ICT process
- Workstation and campus device security standards

## TECHNOLOGY PROCUREMENT

The ISO manages the Information & Communication Technology (ICT) process to help facilitate campus technology purchases and connect purchases with the IT Project Management intake and prioritization process.



- Partner with campus divisions to consult/assist on purchases.
- Document, complete risk assessments, and determine campus value for all IT purchases.
- Ensure campus system compatibility, security, accessibility, and compliance with federal and state laws.

## BUILT-IN DATA SECURITY TOOLS



## DATA SECURITY & RECORDS RETENTION

The ISO works with campus units to manage an inventory of campus records and locations containing sensitive data. Additionally, the team:

- Provides campus Data Classification and Protection Standards training.
- Distributes an annual survey to update inventory.

## PHISHING AWARENESS

- Periodically tests campus users through Cofense PhishMe simulated phishing emails.
- Participates in the NCSAM event each October to promote awareness and empower campus to report cyber attacks.



# Project Management Office (PMO) & Change Management



## NADYA LUCAS

Director, Project  
Management Office

servicenow®



The IRT Project Management Office (PMO) partners and collaborates with University divisions to deliver strategic, technology-focused projects. The PMO Team delivers value through comprehensive academic and business needs analysis, standardized processes, ensuring appropriate project governance, and employing best practices to deliver quality technology projects aligned within strategic goals.

## CORE SERVICES

- Leads the Annual Technology Project Call process
- Collaborative project management through Service Now
- Business analysis, project sizing, and capacity/resource planning
- Change management/communications
- Documentation
- Quality assurance

## STRATEGIES

- Be a change leader and employ the PROSCI ADKAR model.
- Focus on project delivery and results, enable consistency of delivery.
- Provide business analysis on current processes and recommend improvements, workflows, digital transformation/automation opportunities.
- Provide excellent customer value that meets needs aligned with divisional strategy, University goals, and industry best practices.
- Nurture strategic partnerships and relationship management.
- Smart resource management and capacity planning to manage operational work.
- Identify Total Cost of Ownership (TCO) as part of project prioritization.

IRT Project Managers are trained in the PROSCI ADKAR model of change management - the people side of change.

- Successfully adopt change
- Drive organizational success
- Increase adoption speed, utilization and user proficiency



# Academic Technology, IT Service & Support & Campus Engagement

The Associate Vice President of Academic Technology and Campus Engagement leads the delivery and improvement of inclusive, campus-wide information technology services for diverse campus audiences including faculty, staff and students across the following IT areas:



**PEGGY KAY**

AVP, Academic Technology & Campus Engagement, and Deputy Chief Information Officer



**Academic Technology**

**Learning Space Services & Classroom Technology**

**Universal Design for Learning (UDL)**

**Accessible Technology Initiative (ATI)**



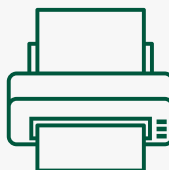
**IRT Service Desk**



**IT Liaisons**



**Web & Mobile Services**



**Print Programs**



**Desktop Services**

# Academic Technology



**MATT KAY**

Director, Academic  
Technology Services

IRT Academic Technology Services (ATS) supports faculty in advancing their teaching with technology, with departments/specialties, as well as support the campus-wide Accessible Technology Initiative (ATI).

- Academic Technology Services
- Learning Space Services (LSS)
- Universal Design for Learning (UDL)

## TEACHING WITH TECHNOLOGY

Through training, workshops, and individual and group consultation, the ATS team helps faculty use core campus academic technologies to ensure instructional content is accessible, flexible, and student-centered, and that classroom technologies are refreshed to meet teaching and learning needs.

- Canvas Learning Management System (LMS) and LTI's within Canvas
- Zoom
- Panopto instructional video and lecture capture

## ATS SERVICES & SUPPORT

- Teaching with technology workshops & consultation
- Canvas course design and UDL consultation
- Course evaluation through Canvas
- Lecture capture support and Learning Glass Studio Recording Space
- Online teaching and technology resources

## COLLABORATIONS

- AITC Committee
- Center for Teaching & Learning
- Student Affairs
- Services to Students with Disabilities (SSWD)
- University Committee for People with Disabilities (UCPD)



zoom



canvas

Ollie  
Otter.ai

Panopto™

qualtrics.<sup>XM</sup>

gradescope



Respondus®

# Learning Space Services (LSS)

## CLASSROOM TECHNOLOGY

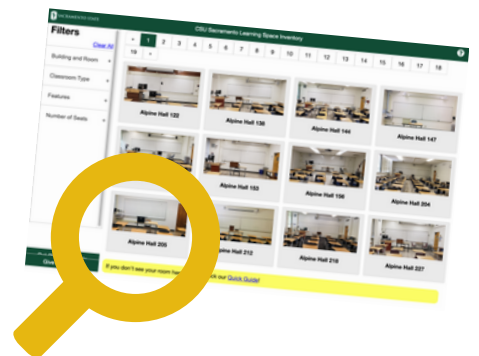
The ATS and LSS teams manage the technologies within campus classrooms, labs, and informal learning spaces, and provide just-in-time service to faculty. The LSS team also partners/coordinates with the colleges for classrooms under their scheduling responsibilities.

The team supports flexible classroom environments and coordinates a common standard across campus learning spaces supporting in-person, hybrid, and hyflex learning modes. Virtual and in-person training is available for faculty to learn how to use classroom technology:

- Daily support for University video infrastructure for instruction, meetings, and webinars using Zoom, Panopto, and Otter.ai
- A/V classroom technology support and refreshes
- Classroom space consultation and training
- Interactive Classroom Inventory
- Learning Glass Studio Recording Space
- Lecture Capture Support (Panopto)

## LEARNING SPACE INVENTORY

The Learning Space Inventory database provides a quick way to browse campus classrooms. Links to classroom-specific DIY setup guides are included to help faculty get familiar with built-in technology setup and troubleshooting.



# IRT Service Desk



**KELLI HUNT**  
Director, Customer  
Services

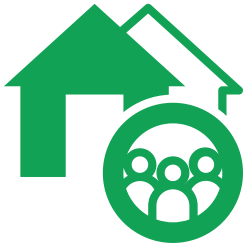
When most people think "IRT" they think of the IRT Service Desk. As the friendly face (or voice!) of IRT, the service desk team is the core point of contact for understanding how to use campus technology services.

## IRT SERVICE DESK TEAM

Headquartered in AIRC 2005, the Service Desk team of professional technology staff and student assistants serve as a single point of contact for IRT to manage the IT experience for faculty, staff, and students.



They are the campus go-to for break/fix, consultation, troubleshooting and support, and innovative solutions.



## IT LIAISONS

Specialty roles to help fill critical IT needs both on campus and off-site - such as Sacramento State Downtown.

IT Liaisons coordinate with representatives from all seven colleges, and the distributed ITC's to provide on-site staff and students:

- General IT support
- Device and classroom technology

- Utilizes ServiceNow to intake, resolve, and route IT issues and requests, as well as to the distributed IT community (ITC's), and campus functional partners.
- Creates and evolves Knowledge Base articles (KB's) for self-service support in ServiceNow.
- Oversees the IRT Computer Lab in AIRC 2004 offering technology help.
- Software installations
- Troubleshooting
- Password resets
- Free short and long-term laptop checkout services for students in need on a first-come, first-served basis.

# Web & Mobile Services



## JENNIFER SONNE

Director, Digital User Experience  
Web & Mobile Services

The IRT Web & Mobile Services Team ensures that campus web and mobile content is optimized and WCAG 2.0 accessible. The team is experienced in front-end programming languages including:

- HTML5
- Python
- .NET and IIS configuration
- CSS
- Javascript

The team trains and works closely with web editors and publishers campus-wide to ensure content is kept accurate and engaging. Custom app development/support is also a consultative service.

## DIGITAL EXPERIENCES

- csus.edu
- My Sac State portal
- Sac State Mobile app
- Canvas
- Campus Events Calendar (Trumba)
- Sharepoint



## MANAGED SYSTEMS

- Cascade Web Content Management (WCM)
- SiteImprove (accessibility monitoring)
- Google Analytics



## WCAG 2.0

*The Web Content Accessibility Guidelines (WCAG) 2.0 provide recommendations for making Web content more accessible.*

## WEB PUBLISHERS GROUP

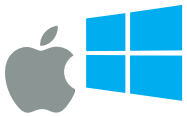
Web Publisher meetings gather provisioned faculty and staff who manage campus web pages to ensure WCAG 2.0 accessible web experiences:

- Campus web accessibility guidelines and utilizing SiteImprove
- Content structure and usability best practices
- Enhancements and sneak peeks
- Support for web content creation, tips, and troubleshooting

# Desktop & Print Services

## DESKTOP SERVICES

The Desktop Support team is the go-to when campus workstations experience technical issues, as well as establishing and maintaining the tools, standards, and processes by which the distributed IT community (ITC's) maintains campus workstations.



- Develops the University's standard faculty/staff and computer lab images.
- Supports consistent campus device management, anti-virus, and patching solutions through campus standards.
- Establishes hardware standards and manages distribution of software licenses.
- Organizes procurement, and administers the hardware refresh process for IRT, Academic Affairs, full-time faculty/staff, and college computer labs on a 4-year rotation.
- Provides direct device support for IRT, ABA, and departments under the President's and Provost's offices, and partners with the distributed ITC community to support the rest of campus.
- E-Waste program to ensure secure device decommissioning - handles an average of 25 tons of material annually.

## PRINT SERVICES

Balancing user needs and sustainability, the Print Services team supports campus printing technologies and equipment while taking steps toward digital transformation.



KONICA MINOLTA

The IRT Print Services Team is a blend of core staff and student assistants who manage two programs:

### PRINTSMART FOR STUDENTS

Students are able to print, copy, and scan-to-cloud with their OneCard at PrintSmart device locations in computer labs and across campus.

### DEPARTMENT PRINT PROGRAM

Through our campus vendor contract, campus departments can lease multi-function devices for their area. The IRT Print Services Team handles device configuration, basic troubleshooting, and issue escalation to the vendor.

# Communications & Marketing



## COURTNEY ZUKE

Communications &  
Marketing Program  
Manager

## GET SOCIAL!



/SACSTATEIRT



[IRT-Communications](#)  
[Teams site](#)

Whether an internal IRT project, a system outage, or a high visibility external project where we partner with other campus divisions, communications and marketing keeps campus informed and is an essential part of the change management process. Project scope, audiences involved, partnerships, and desired outcomes will determine strategy and tools used.

## STRATEGY, COPYWRITING & DESIGN

Working within the [University branding and editorial guidelines](#), the Communications & Marketing Program Manager is IRT's resource to concept, create, and implement a variety of targeted and broadcast internal and external communications collateral, graphics, and deliverables.

## COMMUNICATION TOOLS & CHANNELS

- IRT website ([csus.edu/IRT](https://csus.edu/IRT))
- SacSend broadcast email (SacSend 2.0 powered by Emma)
- System Notification for outages (appears on My Sac State)
- Social Media
- Digital signage (SacConnect campus monitors, [computer lab login screen](#))
- Monday Briefing (weekly news bulletin emailed to faculty and staff)
- Printed collateral (flyers, brochures, posters)
- Annual reports, newsletters
- PowerPoint slide decks/presentations
- Speeches and video scripts
- Graphics creation



## REQUESTING COMMUNICATIONS

Whether operational or an IT project through the Project Management Office, contact the Communications & Marketing Program Manager to discuss the request first to determine if formal/broadcast communication is needed.



# Acronyms, Commonly Used Tools and Software

<b>IRT 411 Alert</b>	IRT's campus alert system through ServiceNow for reporting an outage, service degradation, or planned maintenance that affects the campus community. Any IRT staff member can use the 411 Form.
<b>Accessible Technology Initiative (ATI)</b>	A CSU-wide initiative committed to ensuring accessibility for all instructional materials, Web and mobile content, and for procurement decisions.
<b>AIRC or ARC</b>	The Academic Information Resource Center building (usually pronounced "ark") houses the IRT Service Desk, and most IRT offices and personnel. "ARC" is the building abbreviation on the campus map, and "AIRC" is the acronym.
<b>Application Inventory</b>	Access database of campus application data, including: application name, description, service type, application physical location, risk level, functional owner, administrative owner, manager owner, etc.
<b>Appian PeopleMobile</b>	Appian PeopleMobile is a plug-in for PeopleSoft CS that converts student self-service pages to responsive pages for smaller footprint devices.
<b>Astra Schedule</b>	Software that facilitates scheduling of classrooms for class sections.
<b>Academic Technology Services (ATS)</b>	IRT department that supports faculty teaching with technology.
<b>Branding</b>	Work with the IRT Communications & Marketing Program Manager for any project requiring a logo or other Sac State branding (such as a software that allows co-branding, etc.).
<b>Calendars</b>	Academic: <a href="https://catalog.csus.edu/academic-calendar">https://catalog.csus.edu/academic-calendar</a> Campus Events: <a href="http://calendar.csus.edu">calendar.csus.edu</a>
<b>Cal State Apply</b>	CSU system-wide product managed by Liaison to process admissions applications.
<b>Campus Map</b>	Find an interactive version on the Sac State Mobile app, or at <a href="https://www.csus.edu/campusmap/">https://www.csus.edu/campusmap/</a> .
<b>Canvas</b>	Sac State's Learning Management System (LMS). This application is stewarded by the Academic Technology Services (ATS) team.
<b>Cashnet</b>	Student portal for paying fees online.
<b>Central Authentication Service (CAS)</b>	Used for many Single Sign-On (SSO) applications including My Sac State.





# Acronyms, Commonly Used Tools and Software

<b>Campus Applications Team (CAT)</b>	Team who manages campus applications.
<b>Campus Directory</b>	Lookup faculty and staff members by name or department.
<b>Common Financial System (CFS)</b>	Common Financial System. Across the CSU, all campuses and the Chancellor's Office share a single PeopleSoft FSCM instance, partitioned by SetID and Business Unit.
<b>Change Control</b>	IRT's configuration management process and weekly meeting of technical IT staff to discuss/triage changes to University software and technology.
<b>Change Management</b>	An organizational change management model (Prosci ADKAR) used by the IRT Project Management Office. <a href="https://csus.edu/information-resources-technology/project-management/">csus.edu/information-resources-technology/project-management/</a>
<b>Common Management System (CMS)</b>	PeopleSoft ERP solutions (CS) (HR) used by all CSU campuses.
<b>Concur</b>	Sacramento State's travel and expense management system. Formal training is required, and travel requests must be approved by a supervisor prior to entering the request in <u>Concur</u> .
<b>CSU Learn</b>	CSU learning management system hosted on My Sac State that provides access to a variety of mandatory and professional development training courses and resources.
<b>Cal State Apply</b>	CSU system-wide process for admissions applications.
<b>Data Center</b>	Sac State's server/machine room located on the fourth floor of the AIRC.
<b>Data Warehouse</b>	Campus data warehouse reporting environment managed by the IRT University Reporting & Data Services Team.
<b>Duo (Two-Step Verification)</b>	Sac State's multi-factor authentication (MFA) system for secure login access. <a href="https://csus.edu/duo">csus.edu/duo</a>
<b>eduroam</b>	Official campus Wi-Fi. University-issued device(s) automatically connect to eduroam. Connect personal devices at <a href="https://csus.edu/wireless">csus.edu/wireless</a> .
<b>Emergency Action Plan (EAP)</b>	Emergency plan with designated actions for faculty, staff, and students. IRT's EAP: \\sacfiles1\shared\irt\sharedinternal\Emergency Action Plan\2019-20



# Acronyms, Commonly Used Tools and Software

<b>Emergency Notification System (ENS)</b>	In the event of a campus emergency or closure, the Sacramento State Police Department uses the Emergency Notification System (ENS) to send out automated, urgent alerts.
<b>Enterprise Resource Planning (ERP)</b>	An industry standard used to describe application suites that are used to manage an enterprise. The Oracle PeopleSoft ERP at Sacramento State consists of FSCM (Financials and Supply Chain Management), HR (Human Resources), and CS (Campus Solutions).
<b>Four Winds (SacConnect Digital Signage)</b>	Software program powering campus-wide digital signage including TV screens and stand-alone kiosks around campus. University Enterprises Inc. (UEI) and The Well operate using a separate system.
<b>GoAnywhere Secure File Transfer</b>	GoAnywhere securely shares files via emailed links – ideal for documents containing Level 1 and Level 2 Data.
<b>Identity Management (IdM)</b>	Also referred to as Identity and Access Management (IAM).
<b>Information &amp; Communication Technology (ICT)</b>	For any technology purchase, an ICT is required for procurement to ensure it meets accessibility and information security standards.
<b>Inside IRT</b>	Online repository of internal IRT documents and resources accessed through My Sac State portal.
<b>IRT Website</b>	Bookmark <a href="http://csus.edu/irt">csus.edu/irt</a> .
<b>IRT Service Desk</b>	Located in AIRC 2005, the IRT Service Desk Team is the primary point of contact between IRT and campus users for incidents and service requests, as well as working with distributed IT support contacts, known as ITC's.
<b>ITC's</b>	Area IT Consultants or distributed IT community who reside within divisions/departments and provide localized IT support services.
<b>Level 1 Data</b>	CSU's definition and management of the most sensitive data.
<b>My Sac State</b>	Secure campus web portal ( <a href="http://my.csus.edu">my.csus.edu</a> ) for Faculty, Staff, and Students, and entry point for many campus applications, systems, and resources.



# Acronyms, Commonly Used Tools and Software

<b>Microsoft Office 365</b>	Online Microsoft Office Suite including Outlook, Word, Excel, and other tools. Login to <a href="https://portal.office.com">portal.office.com</a> with your SacLink credentials.
<b>MS Outlook Exchange</b>	Access email through <a href="https://portal.office.com">portal.office.com</a> or the Outlook desktop app on your University-managed device.
<b>OnBase</b>	<a href="#">OnBase</a> software is used to scan, upload, organize, and manage traditional paper documents electronically, including approval workflows.
<b>OneCard</b>	<a href="#">OneCard</a> is your Sacramento State ID card.
<b>Qualtrics</b>	<a href="#">Qualtrics</a> is the official campus survey tool used to create and manage basic to advanced surveys for academic, business, and research uses.
<b>SacFiles Drives</b>	N: Drive – Shared Departmental Drive (permission-based access)
<b>NetApp file storage system</b>	P: Drive – Shared Project Drive (permission-based access)
	U: Drive – Your Personal/Home Drive (only accessible by you)
<b>SacFilesSec</b>	Encrypted location on SacFiles for storing sensitive information.
<b>SacLink Account</b>	Your SacLink account, or Campus Account, is your electronic identity on campus. <a href="https://www.csus.edu/information-resources-technology/accounts-access/my-account.html">https://www.csus.edu/information-resources-technology/accounts-access/my-account.html</a>
<b>SacSend Email Software</b>	1.0: Original campus broadcast email application custom built by IRT. Ongoing phase out, but still used by individual colleges and faculty. <a href="https://www.csus.edu/information-resources-technology/software-catalog/#sacsend-1.0">https://www.csus.edu/information-resources-technology/software-catalog/#sacsend-1.0</a>
<b>1.0</b>	
<b>2.0</b>	2.0: Official SacSend broadcast email tool using Campaign Monitor's Emma cloud software. SSO-enabled and only available to provisioned, trained users. <a href="https://csus.edu/information-resources-technology/internal/sac-send-2.0.html">https://csus.edu/information-resources-technology/internal/sac-send-2.0.html</a>
<b>Sac State Mobile App</b>	Official Sac State app includes campus maps and online directory, commuting information and real-time parking status, quick links to academic tools and resources, emergency contacts, and more. Free download via App Store (iOS) or Google Play. <a href="https://csus.edu/mobile">csus.edu/mobile</a>
<b>Service Now</b>	IRT's IT Service Management (ITSM) tool. Service portal and ticketing system for managing technology issues, service catalog, and archive of Knowledge Base (KB) self-service instructions. Report an issue or request service by opening a ticket at <a href="https://csus.service-now.com">csus.service-now.com</a> , or email <a href="mailto:servicedesk@csus.edu">servicedesk@csus.edu</a> .



# Acronyms, Commonly Used Tools and Software

## Sharepoint

IRT uses SharePoint to store and share documents with team members.  
<https://mysacstate.sharepoint.com/sites/irt/SitePages/Home.aspx>

## Shibboleth

Single Sign-On (SSO) solution for many applications including My Sac State.

## Single Sign-On (SSO)

Authentication process for campus user to securely access campus services.

## Software & Tools Catalog

Searchable Software & Tools Catalog of all campus supported software, tools, and applications managed by IRT for internal/role based use.

## Software Patching/Updates

University-managed devices will receive planned and emergency patch notifications - look for the pop-up.

### Self-Service

PC: Software Center - click Start, and type "Software" to search.

Mac: Find "Self Service" in the Applications folder, or do a spotlight search for "Self Service."

## TeamDynamix

Former project management tool used by the IRT Project Management Office and other campus units to track resources, monitor deadlines, share documents, and view and share custom project reporting. Currently using ServiceNow.

## Universal Design for Learning (UDL)

An approach to teaching and learning that gives all students an equal opportunity to succeed in their courses.  
<https://www.csus.edu/information-resources-technology/universal-design-for-learning/>

## Virtual Private Network (VPN)

Global Protect Virtual Private Network (VPN) protects remote access to shared drives (such as SacFiles) and on-campus resources.

## Web Content Management (WCM)

Campus uses the Hannon Hill Cascade software application to publish web pages for University-managed websites.  
<https://www.csus.edu/information-resources-technology/internal/web-publisher-information.html>.

## Zoom

Sac State's official web conferencing and recording solution. Faculty, staff, and students have access to create meetings and connect groups of any size. <https://csus.zoom.us/>



 [csus.edu/irt](https://csus.edu/irt)