IITS August 2014
Instructional and Information Technology Services

IITS
2014/2015
Instructional and Information Technology Services (IITS) is comprised of four groups to help you with your technology needs: Client Services, Instructional Technology Services, Enterprise Systems, and Core Technologies. This handout provides a quick overview of the IITS department and the services we provide. Please refer to our web site, http://iits.haverford.edu, for more information.

Contact Information
IITS is located in Stokes 204 and 205. Please feel free to contact us with your questions, concerns, and ideas about information technology and its use on campus.

ProDesk
Location: Stokes 204
Hours: M – Th: 8:30 AM – 6:30 PM, Friday: 8:30 AM – 4:30 PM
Phone: (610) 896-1480
Email: prodesk@haverford.edu

IITS Office
Location: Stokes 204
Hours: M - F: 9:00 AM - 5:00 PM
Web: iits.haverford.edu
Email: prodesk@haverford.edu

Client Services
Client Services supports all desktop systems by providing general assistance with computing hardware, software, and network access. Resources provided by Client Services include:
• Haverford Accounts
• Office computers
• Student computing labs
• Networked printers and copiers
• Networked storage space
• Web space
• Automated backups for office computers
• Prodesk
**Instructional Technology Services**
Instructional Technology Services supports the use of technology for teaching and learning by providing instructional technology and media support.

Resources provided by this group include:
- Instructional technology & multimedia consultation and workshops
- Creation of digital instructional materials
- Learning Management System (Moodle) support
- Classroom technology support (e.g. lecture capture, clickers, projection systems)
- Audio and video equipment loan and consultation
- Instructional Technology Center - multimedia lab (Stokes 205)
- AV support for campus events

**Enterprise Systems**
Enterprise Systems supports our student, financial, HR, and other administrative systems and data management central to the daily business of the college. Enterprise systems
- Implements, maintains and develops commercial, open-source, and custom modules and user interfaces for all elements of the College’s Enterprise Resource Planning (ERP) systems;
- Builds, maintains, and secures enterprise databases;
- Administers and maintains other shared enterprise-class systems not part of the primary ERP such as systems in support of Institutional Advancement and Safety and Security;
- Coordinates enterprise data management, reporting and business intelligence tools and efforts.

Our enterprise systems include
- Bionic Student Information and Registration System: bionic.haverford.edu
- Kuali Financial System: kfs.haverford.edu
- OneCard system for access to building and charging services
- Admissions and Financial Aid systems
- HavIT: Other online systems and services at iits.haverford.edu/help-center/havit

**Core Technologies**
The Core Technologies group works behind the scenes to support all systems and servers that keep our college applications running. Some of the user facing services include:
- Account and Password Management: accounts.haverford.edu
- Provisioning of Storage for students, faculty, and staff
- Building of electronic group mailing lists