



# Information Technology

Learn more about the Division of Information Technology and its various services.



Over **25TB** of unique user-data and information is backed up and protected using enterprise-level solutions.



Providing **700MB** of bandwidth for web browsing, email, VMWare Horizon, and off-campus services.



Roughly **10,000** spam emails filtered daily. Emails are protected from viruses and malware with Barracuda Spam Firewall.



Approximately **3TB** of email is managed and protected in our Microsoft Exchange-based servers.



**400+** users on the ShoreTel system servicing faculty and staff. **15+** conference calls each month.



Over **4,000** current devices maintained on the wireless networks.

## Maintained Software

The IT department provides and maintains different software and programs on VMWare, Lab Computers, Office Computers, and other devices.



## GlobalProtect VPN

GlobalProtect allows devices to connect to the Siena Heights network from anywhere. Connecting allows for access to network drives and on-campus services. To download the client for your local machine, visit

<https://vpn.sienaheights.edu>



## VMWare Horizon

VMWare Horizon is available for students, staff, and faculty members. Various software such as Microsoft Office, MiniTab, OriginPro, Maple, and others are available. Windows desktops can be assigned to provide advanced software like CARS and ImageNow. Desktops can be accessed through any modern web browser at

[mydesktop.sienaheights.edu](http://mydesktop.sienaheights.edu)

## AV Technology

In 2016 DoIT AV launched a 5-year cyclical plan to upgrade all classroom and conference room technology. This plan involves updating and maintaining the technology in classrooms across campus.



**80%** of classrooms and meeting spaces across campus have received full technology upgrades since 2016.



**18**

Completely new spaces in St. Joseph Hall



**26**

Spaces equipped for web conferencing, synchronous online classes, or recording of classes



**10**

Completely new spaces in the Performing Arts Center

# Meet the Team



**Bob Metz**  
Chief Information Officer

## IT Services



**Lucas Wilson**  
Director of Information  
Technology Services



**Timothy Henkel**  
Manager of Instructional  
Technology



**Lucas Strom**  
Networking and  
Infrastructure Technician



**Benjamin Robert**  
Desktop Support  
Technician



**Emma McFaul**  
Support Desk  
Coordinator

## Administrative Computing



**Brian Sunderman**  
Director of Administrative  
Technology



**David Dix**  
Programmer Analyst



**David Kallsen**  
Business Analyst



**Brian McCary**  
Senior  
Programmer/Analyst

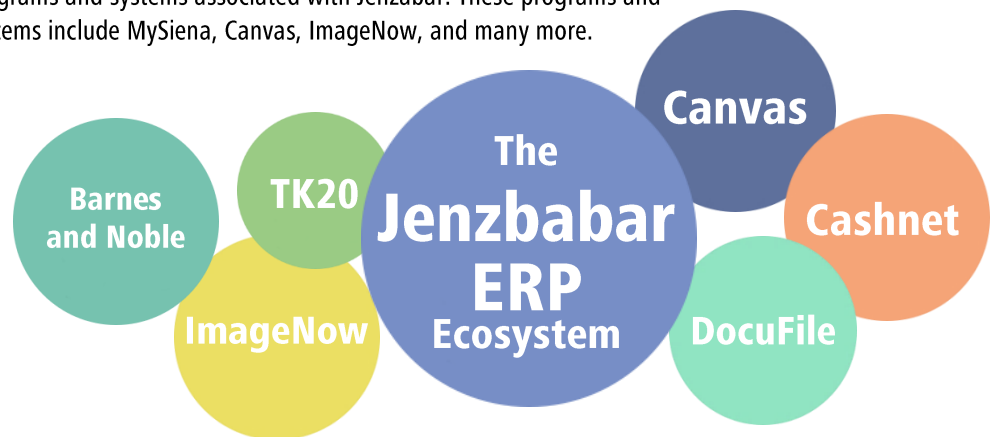


Spiceworks is the division's ticketing system for IT-related issues and requests. Statistics related to the system include:

- Over 4,400 requests have been serviced since 2016.
- On average, tickets receive a response within 4 business hours of being created.
- On average, tickets are completed within a week.

## Jenzabar System

The Administrative Computing team manages and maintains the various programs and systems associated with Jenzabar. These programs and systems include MySiena, Canvas, ImageNow, and many more.



## Learning Classroom Technology

Since 2018, the IT department has offered a research and development space for faculty and staff to test and experiment with classroom technology. Located on the 3<sup>rd</sup> floor of Dominican Hall, the space features various classroom and conference room layouts. You can schedule and visit us to check the room out!