Welcome to OIT: Back to Basics

OIT Behind the Scenes Webinar Series
Host
Alex Hernandez
Service Desk Manager
Setting Expectations

- **Lights!**
  - Camera & Audio

- **Action!**
  - Participatory Activities

- **Camera!**
  - Recorded Session

- **Cut!**
  - Q & A
**TODAY’S AGENDA**

- Learn about new OIT Service Hub & Service Desk location
- Learn more about OIT units & some OIT staff members
- Review information about key OIT offerings & services
Service Hub

New user-friendly and mobile interface

Consolidation of all services, how-to documentation, & open tickets

Improved search capabilities

https://servicehub.ucmerced.edu
Service Hub Recap

- Predictive and smarter search
- Find all services
- Easy to follow how-to documentation
- View all open tickets

Click here: https://servicehub.ucmerced.edu

Bookmark me!
HOW I GOT TO OIT

In OIT, staff come from all walks of life, not just technology.
We’ve asked a few brave members of our team how they ended up working in this field.
These are their stories...
OIT Groups
Christy Snyder
Communications Officer
<table>
<thead>
<tr>
<th>Service &amp; Support</th>
<th>Service Desk, incident &amp; service management, 81 distinct services, avg. 30k requests/year</th>
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</thead>
<tbody>
<tr>
<td>Academic Technology</td>
<td>410 classroom &amp; meeting spaces, computer labs, 25 technologies, instructional design</td>
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<tr>
<td>Network</td>
<td>Wired &amp; wireless networks: 2700 wireless access points, 2,145 switches, 60 routers, 102,000 data ports</td>
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<tr>
<td>CIRT (Cyberinfrastructure and Research IT)</td>
<td>204 research accounts, MERCED cluster, WAVE, research facilitation</td>
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<tr>
<td>Security</td>
<td>6 firewalls, VPN, endpoint management &amp; Crashplan backup, 2FA, antivirus, encryption</td>
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ENTERPRISE
100 + Enterprise applications & tools, 48K UCMNetIDs

DATA
Administration, backups, reporting, feeds, storage for 220 databases

SYSTEMS
AWS, cloud services (ie O365, Box)
Servers: 30 physical, 340 virtual & specialty

PROJECT MANAGEMENT
Large-scale project management + change mgmt for OIT, campus & mandated efforts

SPECIALTY (Comms, Admin, Finance, HR, CIO)
UC Merced Connect platform, purchasing, general admin support
Microsoft 0365

Suite of cloud-based productivity programs that integrates Microsoft's online applications

https://it.ucmerced.edu/O365

UC Merced staff, faculty, and students can install Microsoft Office 365 on ___ devices
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Service Desk Location

Did you visit the Service Desk before March of 2020?
How to Get Help

Best way to get help

• Visit Service Hub
  • Select Services
  • Click REPORT A PROBLEM
  • Click GET HELP
• CHAT on any OIT website
• Make an appointment

Get Help

Other ways to get help

• Call us at (209) 228-4357
  • For AET, press 1
  • For Service Desk, press 2
• Visit us in COB1 127
Duo Two-Factor Authentication (2FA) is designed to make sure that you are the only person that can access your UC Merced account. Have at least two methods of authentication: a second device, backup codes or token!

https://it.ucmerced.edu/2FA

How do you complete your two-Factor Authentication?
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Community Kudos!
Working with IT has always been a great experience. Not only do I receive assistance, but I always learn something new. They are the model of customer service. Every representative has been more than helpful. Thank You!

- Monica Garcia

"Great team and experience and thank you all for what you do!"

Kisha Mcguire

"They have been incredibly competent and helpful on several occasions over the last few months."

Colin Holbrook
The OIT techs were as supportive, friendly, and helpful as ever. California is in the midst of a pandemic and these professionals, the OIT techs, are putting themselves out there on the front line to keep all of UCM connected and fully operational. OIT, you are truly essential!

- Michelle Toconis

"Always helpful and Friendly."
Vanessa Hauser

"Everyone at the OIT office was very welcoming and helpful!"
Juan Flores
COMING SOON: More Behind the Scenes!

September 2 – UC Merced Connect

October – Protecting Your Online Identity

October – How we handle cybersecurity threats

November – OIT Incident Management
http://ucm.edu/v/oitbehindthescenes
Welcome to OIT: Back to Basics was filmed on location at the University of California, Merced in Merced, California!

Thanks to all the participants who put hard work into this webinar!

Katie Adams Arca, User Experience Specialist
Seema Ahuja, How I Got to OIT
Rosemary Braden, Service Desk walkthrough
Sarvani Chadalapaka, How I Got to OIT
Alvin Collier, student, Service Desk walkthrough
Anthony Collins, Service Desk walkthrough
Edson Gonzales, Webinar Support
Canaan Hawks, Service Desk walkthrough
Alex Hernandez, Subject Matter Expert
Jennifer Howze-Owens, Instructional Designer
Christian Ortiz, Student Technology Consultant
Rachel Peters, Webinar Support
Armando Rocha, Service Desk walkthrough
Christy Snyder, Communications
Ankit Sompura, student, Service Desk walkthrough
Ramsin Tamraz, Video Production
That’s all, folks!