

# **Welcome to OIT: Back to Basics**

OIT Behind the Scenes Webinar Series





# Host

Alex Hernandez

Service Desk Manager

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# Setting Expectations

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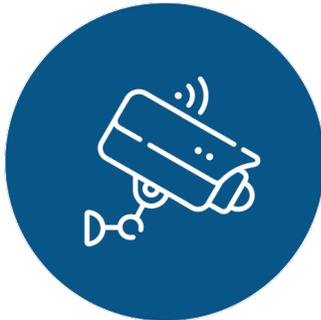
## Lights!

- Camera & Audio



## Action!

- Participatory Activities



## Camera!

- Recorded Session



## Cut!

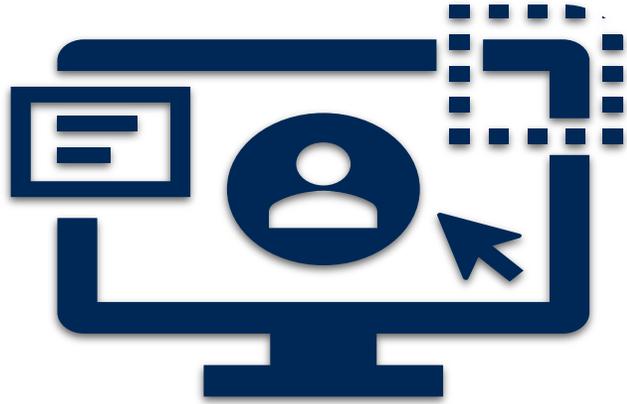
- Q & A

# TODAY'S AGENDA

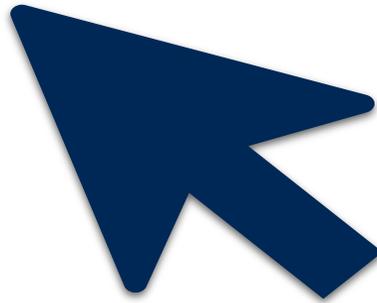
- Learn about new OIT Service Hub & Service Desk location
- Learn more about OIT units & some OIT staff members
- Review information about key OIT offerings & services

# Service Hub

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**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

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Click here

<https://servicehub.ucmerced.edu>

Bookmark me!

Predictive and smarter search

Find all services

Easy to follow how-to documentation

View all open tickets

# 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

## **SERVICE & SUPPORT**

Service Desk, incident & service management, 81 distinct services, avg. 30k requests/year

## **ACADEMIC TECHNOLOGY**

410 classroom & meeting spaces, computer labs, 25 technologies, instructional design

## **NETWORK**

wired & wireless networks: 2700 wireless access points, 2,145 switches, 60 routers, 102,000 data ports

## **CIRT (Cyberinfrastructure and Research IT)**

204 research accounts, MERCED cluster, WAVE, research facilitation

## **SECURITY**

6 firewalls, VPN, endpoint management & Crashplan backup, 2FA, antivirus, encryption

## **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 O365



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 5 devices

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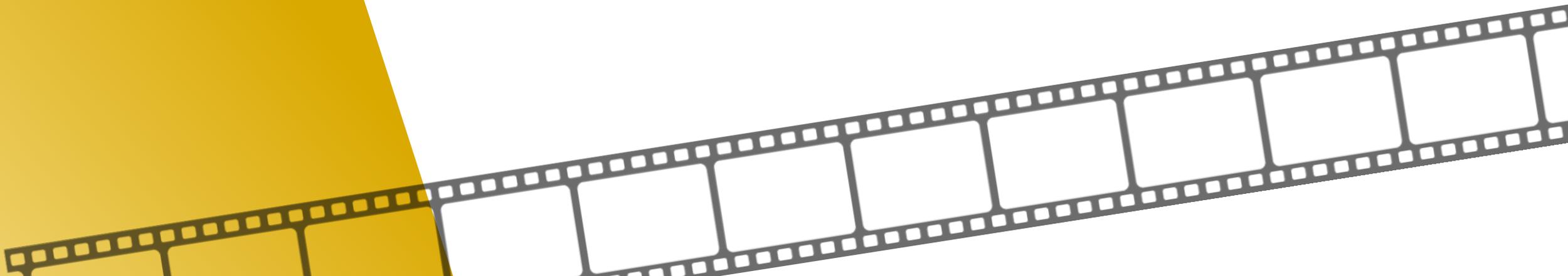
These are their stories...



# Service Desk Location

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Did you visit the Service Desk  
before March of 2020?



# How to

## 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**

# 2-Factor Authentication



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, back up codes or token!

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



How do you complete your two-Factor Authentication?

# HOW I GOT TO OIT

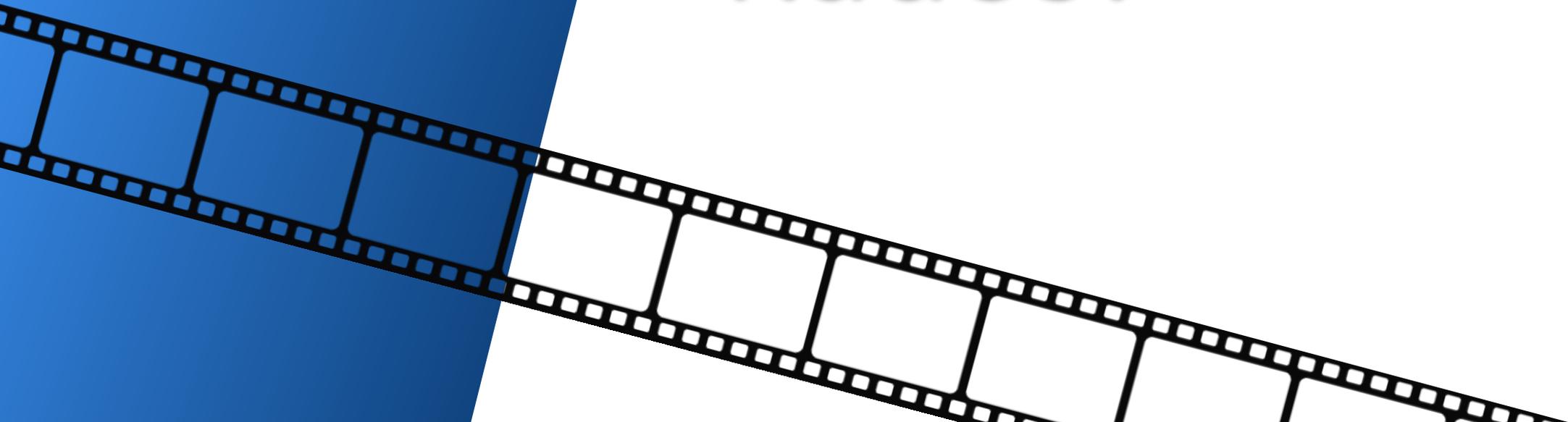
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# Community Kudos!



*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  
Read By: Alisha Nesslage



"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

Read By: Alisha Nesslage

"Always helpful and Friendly."

Vanessa Hauser

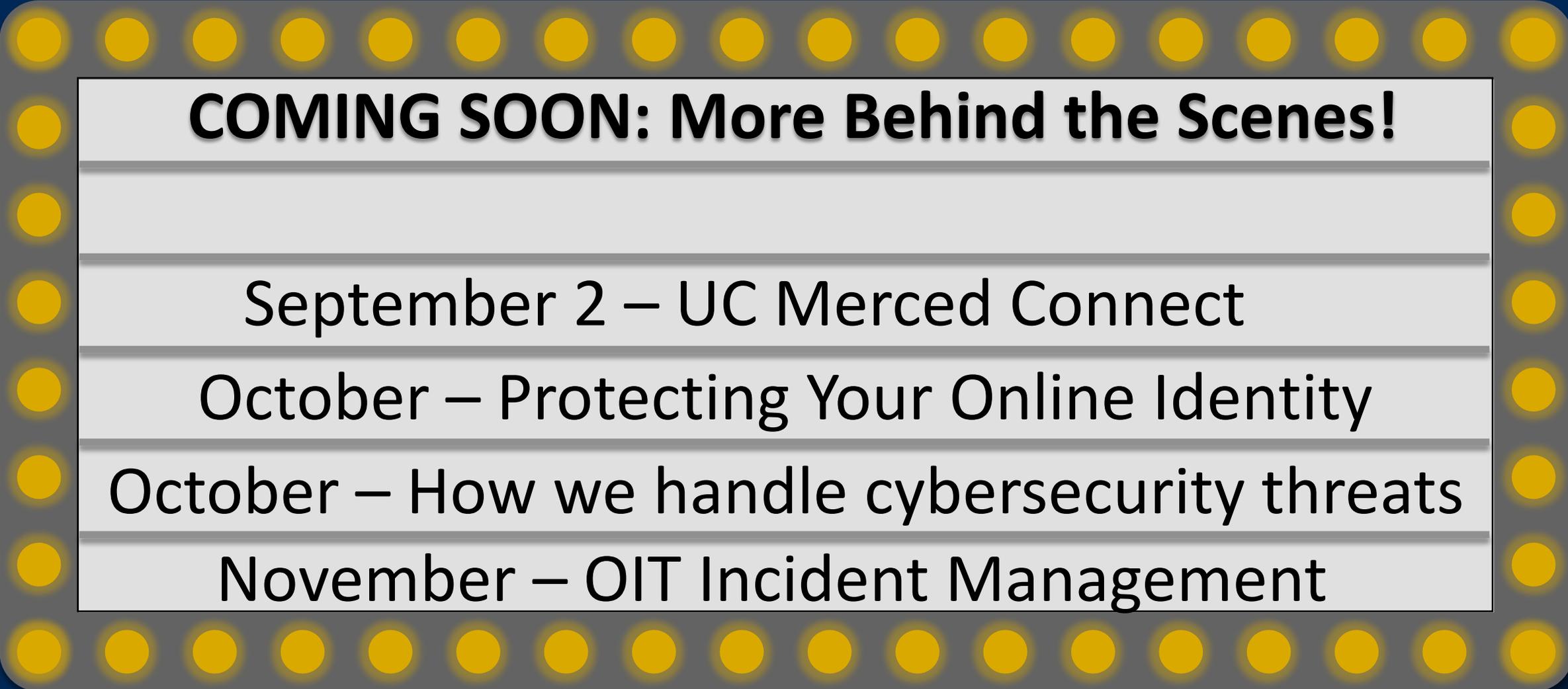
"Everyone at the OIT office was very welcoming and helpful!"

Juan Flores





Q&A



**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!*