

Category	Subcategory	Service Title	Service Description	Service Contact
Infrastructure	Enterprise Systems	Enterprise Systems Support & Escalation	Anderson IT will work with UNM IT on behalf of Anderson faculty, students and staff experiencing problems with UNM enterprise systems. Anderson IT will also assist with the implementation of new enterprise systems in the Anderson environment.	Sean Smock
Infrastructure	Infrastructure Services	Disaster Recovery/Backup	Critical Anderson services are backed up on a regular basis and utilize UNM IT best practices. Current systems utilize dual-site redundancy to maintain backup copies of critical systems. Upon migration to LoboCloud, additional redundancies in the cloud system will provide additional protections for critical data and systems. The Anderson IT Officer works with various departments within UNM IT to ensure best practices are implemented	Sean Smock
Infrastructure	Infrastructure Services	Network & Data Security	Anderson maintains network and data security in accordance with UNM IT best practices and policies, as well as participates in ongoing review and development of University-wide standards. The Anderson IT Officer works with the Information Assurance and Privacy Office (ISPO) on a weekly basis to minimize security risks to Anderson computing assets and infrastructure, and is informed about and issues that may arise or be forthcoming. The Anderson IT Officer coordinates with the ISPO on any security incidents that do occur in order to quickly resolve any potential compromise to the environment.	Sean Smock
Infrastructure	Infrastructure Services	Active Directory	Anderson IT maintains multiple functions within Active Directory including the provisioning and deprovisioning of access to UNM and Anderson resources in coordination with supervisors and administrators, maintenance and organization of Anderson's Windows-based devices through group policies and AD OU structure according to best practices as outlined by central campus resources.	Mona Gonzales
Infrastructure	Infrastructure Services	Incident Management	All support issues are logged and tracked in the campus-wide incident management system, Cherwell, for future reference and to be analyzed for recurring problems. Problems can be reported to the Anderson IT staff via email, phone, or walk-up.	Mona Gonzales
Infrastructure	Infrastructure Services	Server Management	New virtual machines, server management, and application of vendor-provided updates are managed by the Anderson IT staff.	Sean Smock
Infrastructure	Infrastructure Services	Data, metrics and analytics	Prepare and provide regular updates to Anderson Leadership and the greater Anderson Community on relevant support metrics related to IT services. Needs to be developed and added to the management strategy.	Sean Smock
Physical Environment	Audio/Visual	A/V Recording, Lecture Capture	Anderson IT employs cameras and microphones in most classroom and conference spaces in order to facilitate lecture capture and video conferencing abilities. Spaces without built-in technology can be supplemented with mobile technology to serve this purpose	Sean Smock
Physical Environment	Physical Environment	Classroom Technology	Classroom technology is designed, updated, and maintained as a key component of our Student Technology Fees program to ensure that Anderson students have access to rooms that are at or above the campus standard as defined by Academic Technologies.	Sean Smock
Physical Environment	Physical Environment	Conferencing, Special Event and Space Management	Technology within Anderson conference spaces are maintained by Anderson IT staff in order to provide the best experience when communicating with other parties via a multitude of connection options and protocols. Equipment is designed, implemented, and maintained to meet or exceed campus video conferencing standards. Anderson IT provides robust video conferencing capabilities via a multitude of platforms with the ability to connect to other sites via computer software, H.323/SIP, and phones. Anderson IT works with stakeholders to design, implement, and maintain event spaces throughout the Anderson buildings including the Jackson Student Center, MCM Living Room, and classroom spaces as required.	Sean Smock
Physical Environment	Physical Environment	Lab Spaces	Anderson IT provides support and manages the computing resources of multiple lab environments within the Anderson buildings. These currently include the MCM 2060 Computer Lab, print stations, Behavioral Lab, and Marketing Center to support general and specific programmic needs.	Sean Smock

<b>Purchasing</b>	Consultation	Consultation	Anderson IT provides general consultative services to the entire Anderson community on a wide range of IT topics including device purchases and configurations, instructional and research technologies, and future industry trends. This service includes inquiries about personal purchases for computers as offered through the University for students, staff, and faculty. Please contact Anderson IT to arrange an appointment to discuss solutions.	Sean Smock
<b>Purchasing</b>	Consultation	Software & Service Request Process	Anderson IT works with faculty before each semester to obtain requests for software and services that they would like to utilize for the upcoming semester's classes. The software and services packages are installed ahead of time for faculty members to use in various locations such as classroom podium devices, checkout laptops, lab or niche lab, or vLab environments. Software and services that need a security review process are also considered as part of this process.	Sean Smock
<b>Purchasing</b>	Hardware Standards	Hardware Standards	Anderson IT works with the campus community, UNM Information Technologies, and the IT Standards Committee to find the best computing standards for Anderson users. This process helps ensure optimal levels of supportability, cost, and stewardship of devices to maximize their life and usefulness to the Anderson community.	Sean Smock
<b>Purchasing</b>	Inventory	Purchasing & Asset Management	Anderson IT works with staff and faculty on all technology-related purchases in accordance with UNM Purchasing policies and IT standards to provide access to the best resources possible to fit the needs of each user while maintaining optimum stewardship practices.	Sean Smock
<b>Purchasing</b>	Inventory	Software & Service Purchases	Anderson IT works with staff and faculty on the purchase and installation of specialized software beyond the standard installation packages on the Anderson-created managed image. Some commonly-utilized software packages are available from UNM IT at discounted rates. Anderson IT also works with users on security review documentation and processes as required by UNM Purchasing for all software and service purchases. Please contact Anderson IT to discuss software purchase and installation options.	Sean Smock
<b>Purchasing</b>	Technology Stewardship	Technology Stewardship	As a campus, UNM strives to ensure that technology is purchased and used to maximum effect throughout the entirety of its life. Anderson IT work with our users to ensure that purchases and service models are performed with the entire life cycle of the device in mind to nominalize Anderson's total cost of ownership for each device while meeting the needs of each user.	Sean Smock
<b>Purchasing</b>	Inventory	Inventory	In accordance with UNM Inventory Control policy (UNMBP 7710), Anderson maintains thorough records on all equipment owned by the department. Anderson employs an annual inventory process to keep records up to date utilizing our internal inventory control database.	Mona Gonzales
<b>Strategic Planning</b>	Future Planning	Future Planning	Coordinate with the Dean's Office, UNM Information Technologies, and other student services survey results to plan for future adoption of technologies and IT strategies.	Sean Smock
<b>Strategic Planning</b>	Support/Help	Problem Management	In conjunction with the Student Technology Support Center, recurring incidents and problems that affect numerous users are investigated for long-term solutions.	Sean Smock
<b>Support/Help</b>	Laptop Checkout	Laptop Checkout	Anderson offers student laptops that can be checked out, based on availability, by any Anderson student enrolled in at least one Anderson course. These laptops run on the latest Windows operating system, Microsoft Office (Word, Excel, PowerPoint), and other programs that have been requested by the Anderson Faculty to be used by their students.	Mona Gonzales
<b>Support/Help</b>	Support/Help	Classroom Technology	Anderson IT assists with users' needs in classroom spaces for access and training to our classroom technology. The STSC performs regular audits on each room to ensure everything is working as expected	Mona Gonzales
<b>Support/Help</b>	Support/Help	Conferencing & Spaces	Anderson IT will work with users to ensure they have access and training on the technology in our conferencing spaces. The STSC performs regular audits on each room to ensure everything is working as expected. Special needs as required for each meeting or event can be arranged to meet a variety of needs. Technology needs for conferencing (audio and video) should be reserved and tested in advance of the scheduled meeting time	Mona Gonzales
<b>Support/Help</b>	Support/Help	Event Support	Anderson IT works with users holding events to ensure that their technology needs are met, that they have access to equipment, and receive training as needed. Anderson IT employs a regular audit process to ensure technology in event spaces is functioning properly. Services for events include microphones, audio playback, video conference/steaming, and video/presentation abilities. Access to IT services for events is included as part of Anderson's Event Planning procedure.	Mona Gonzales
<b>Support/Help</b>	Support/Help	Lab Spaces	Anderson IT provides supports the computing resources of multiple lab environments within the Anderson buildings. These currently include the MCM 2060 Computer Lab, print stations, Behavioral Lab, and Marketing Center to support general and specific programmic needs. The Student Technology Support Center (STSC) installs and maintains specific software as requested as well as performs regular updates and audits of these environments to ensure optimal user experience.	Mona Gonzales

Support/Help	Support/Help	Microsoft 365	The University of New Mexico utilizes the Microsoft 365 platform to provide email, the Office suite, and cloud storage (OneDrive) solutions to the entirety of campus. Anderson IT supports the M365 platform and its suite of services for the Anderson community, in conjunction with UNM IT. Email access is available via a web interface, the Outlook client, and on supported mobile devices. Utilizing the campus standard cloud storage service, Microsoft's OneDrive for Business, Anderson users can store a large amount of data with easy access from nearly any device anywhere a network connection is present.	Mona Gonzales
Support/Help	Support/Help	Teams	Anderson utilizes UNM's Office 365-based solution for instant messaging and communication, Microsoft Teams. This system allows all UNM users to communicate via text, audio, and video and utilize features such as screen sharing and other collaborative functions.	Mona Gonzales
Support/Help	Support/Help	VPN	Anderson IT maintains a Virtual Private Network (VPN) infrastructure for off-site, remote access.	Mona Gonzales
Support/Help	Support/Help	Knowledgebase/Help Documentation	Anderson IT maintains a document repository, available via the myASM intranet site, with instructions and information on the vast majority of our IT services, allowing staff and faculty to access instructions for service/device setup and maintenance at any time from any location with an internet connection.	Mona Gonzales
Support/Help	Support/Help	Offsite Devices	Anderson IT provides general support for UNM owned, off-site devices in alignment with our campus environment.	Mona Gonzales
Support/Help	Support/Help	Mobile Devices	Anderson IT supports access to Anderson and UNM services including email, calendaring, and OneDrive for Business via the latest version of Apple iOS and Android OS.	Mona Gonzales
Support/Help	Support/Help	Desktop & Laptop Devices	Anderson IT supports our computers' operating systems and software in a tiered-support model utilizing 3 levels of access - Turn-Key, Shared Support, and Stand Alone. For details on our support model, please visit the Help tab of the myASM SharePoint site. Anderson IT aligns its computer systems wherever possible with UNM IT Standards and utilizes our two campus vendors, Dell and Apple, to do so. Systems are configured to support compliance with Anderson and UNM Acceptable Computer Use policies (ASM 110 / UNM ACUP 2500), in alignment with campus imaging standards, tools, and processes.	Mona Gonzales
Support/Help	Support/Help	Printing & Scanning	Anderson IT offers free printing services to all Anderson students, faculty, and staff. Faculty and staff have access to multiple high volume printers in the Anderson Workroom. Students have access to walk-up print stations at the Anderson Student Technology Support Center (STSC) as a feature of their Student Technology Fees. Anderson faculty and staff can use the workroom printers to also scan high-volume or individual documents. A dedicated scanning and printing workstation is available to Anderson students in the STSC.	Mona Gonzales
Support/Help	Support/Help	Support Desk	In-person support is available at the Student Technology Support Center (STSC) on a walk-up or by-appointment basis for Anderson staff, faculty, and students. These services are available during the STSC Hours of Operation as noted on the Anderson Technology website (mgt.unm.edu/technology).	Mona Gonzales
Support/Help	Support/Help	Remote Support	Anderson IT utilizes the campus enterprise tool, Bomgar, to provide remote support for users who are off-site or request a no-contact support interaction.	Mona Gonzales
Support/Help	Support/Help	Support Email	Support is available by email with a one-hour-or-less response time during the STSC Hours of Operation.	Mona Gonzales
Support/Help	Support/Help	Training	Anderson IT provides training to staff and faculty throughout the year and as new products are introduced. The STSC technicians also provide ad-hoc training by request on devices and operating systems when new computers are deployed to users. Additional training sessions may be available at the request of individual departments.	Mona Gonzales
Support/Help	Support/Help	Operating Systems	Anderson IT supports the Windows and MacOS operating systems within the enterprise managed environment. Enterprise devices are managed using the JAMF and SCCM/Intune toolsets to ensure interoperability with UNM systems and best security practices.	Mona Gonzales
Support/Help	Support/Help	Workroom Technology	Anderson IT, in conjunction with the Anderson Workroom, helps with support for our shared copy/print/scan devices. Consumables are provided by the Anderson Workroom, and Anderson IT assists with physical, configuration, or functional issues and questions.	Mona Gonzales
Support/Help	Support/Help	Office Environments	Anderson IT, in conjunction with the Anderson Workroom, helps with support facilities and related processes, as needed, to ensure personnel in assigned spaces have access to appropriate technology, including phone lines and phone line troubleshooting.	Mona Gonzales