

## ASI Information Technology Services

### Information Technology Support:

- **IT Support:** ASI IT provides comprehensive technical support to faculty, staff, and students, addressing their IT-related needs, troubleshooting problems, and providing guidance on technology usage.
- **Information Technology Security Management:** ASI IT ensures the security of information technology systems and infrastructure by implementing and managing security measures.
- **Network Infrastructure:** ASI IT ensures a robust and reliable network infrastructure. They can help with network design, implementation, and troubleshooting, ensuring high-speed connectivity, secure access, and efficient data transfer within and across research institutions.
- **Asset Management - Procurement to Retirement:** ASI IT handles the entire lifecycle of IT assets, including procurement, inventory management, tracking, maintenance, and retirement/disposal.
- **Server Administration:** ASI IT manages and maintains ASI funded servers, ensuring their availability, performance, and security. This includes tasks like server setup, configuration, software updates, troubleshooting, and backup and recovery.
- **Virtual Environment Management:** ASI IT oversees virtualized environments, such as virtual machines or virtual desktop infrastructure, ensuring their proper functioning, performance optimization, and resource allocation.
- **Storage Management:** ASI IT provides support and management for ASI funded data storage systems, including network-attached storage (NAS), storage area networks (SAN), and cloud-based storage solutions. They ensure efficient data storage, backup, retrieval, and data protection.
- **Printers & Multi-function Device Support:** ASI IT provides support for printers and multi-function devices, including setup, configuration, troubleshooting, and maintenance, ensuring their proper functioning and integration with the network.
- **Computer Image Development & Assistance:** ASI IT assists in developing standardized computer images that can be deployed across multiple systems, ensuring consistent software configurations and reducing deployment time.
- **Group Policy Development:** ASI IT creates and manages Group Policy Objects (GPOs) to enforce specific settings and configurations across a network of computers, ensuring consistent security and operational standards.
- **Strategic Planning/Process improvements:** ASI IT collaborates with stakeholders to develop strategic plans and identify opportunities for process improvements, ensuring alignment of IT initiatives with organizational goals.
- **Assessment/Requirements Gathering:** ASI IT conducts assessments and gathers requirements to understand the technology needs of departments or projects, enabling effective planning and implementation of IT solutions.
- **Information Technology Training:** ASI IT provides training to enhance users' IT skills and knowledge, covering topics such as software applications, cybersecurity best practices, and technology advancements.

- **Consultation:** ASI IT offers consultation services, collaborating with departments or research teams to provide expert advice and guidance on IT-related matters, technology selection, and implementation strategies.

### **Research Technology Support:**

- **Research computing support:** Provide assistance with hardware and software troubleshooting, system maintenance, and user account management.
- **Network Infrastructure:** ASI IT ensures a robust and reliable network infrastructure for research activities. They can help with network design, implementation, and troubleshooting, ensuring high-speed connectivity, secure access, and efficient data transfer within and across research institutions.
- **Research Project Consultation:** ASI IT can collaborate with researchers to understand their technological requirements and provide guidance on the selection and implementation of appropriate research technologies. They can offer advice on hardware and software choices, and infrastructure planning.
- **IT Security/Support Training:** ASI IT conducts training sessions and workshops to enhance researchers' skills and knowledge in using various research technologies.
- **Helpdesk** - ASI IT offers a dedicated technical support team to address researchers' technology-related issues and inquiries.
- **Security and Compliance:** ASI IT assists researchers in implementing security measures to protect sensitive research data and ensure compliance with institutional policies and regulations. They can offer guidance on data encryption, access controls, vulnerability assessments, and risk mitigation strategies

### **Instructional Technology Support:**

- **Operate, maintain, troubleshoot & support technology-enhanced learning/meeting spaces:** ASI IT manages and supports technology-equipped learning and meeting spaces, ensuring their proper operation, maintenance, troubleshooting, and user support. This includes classrooms, conference rooms, and other collaborative spaces.
- **Video conferencing setup, troubleshooting & support:** ASI IT assists with the setup, configuration, and troubleshooting of video conferencing systems, ensuring smooth and reliable communication for virtual meetings and collaborations.
- **Web & Audio-conferencing equipment delivery, setup, troubleshooting & support:** ASI IT delivers, sets up, troubleshoots, and provides support for web and audio-conferencing equipment, such as cameras, microphones, and speakers, to enable seamless remote communication and collaboration.
- **Video/Meeting Cart Support:** ASI IT supports and maintains video or meeting carts, which are mobile units equipped with video conferencing and audiovisual equipment. They ensure the carts are in working order, troubleshoot any issues, and provide user support.
- **Schedule repairs with AV vendor:** ASI IT coordinates and schedules repairs and maintenance with audiovisual (AV) vendors for any equipment or systems requiring professional service or repairs.

- **Provide training on equipment & software used:** ASI IT offers training sessions to users on how to use the audiovisual equipment, video conferencing systems, and relevant software applications effectively. This training ensures users are familiar with the tools and can utilize them efficiently.
- **AV Support:** ASI IT provides technical support for audiovisual systems and equipment, including troubleshooting issues, ensuring proper connectivity, and assisting with audio and video configurations for optimal performance.
- **Liaison between vendor & users regarding video conferencing technology:** ASI IT serves as a bridge between video conferencing technology vendors and users, facilitating effective communication, addressing user needs, and ensuring seamless integration of the technology.
- **Event support:** ASI IT provides support for events that require audiovisual setups, including conferences, seminars, and presentations. They assist with equipment setup, testing, troubleshooting, and technical support during the event.
- **Hardware support for digital signage:** ASI IT offers hardware support for digital signage displays, ensuring their proper functioning, connectivity, and troubleshooting any issues that may arise.