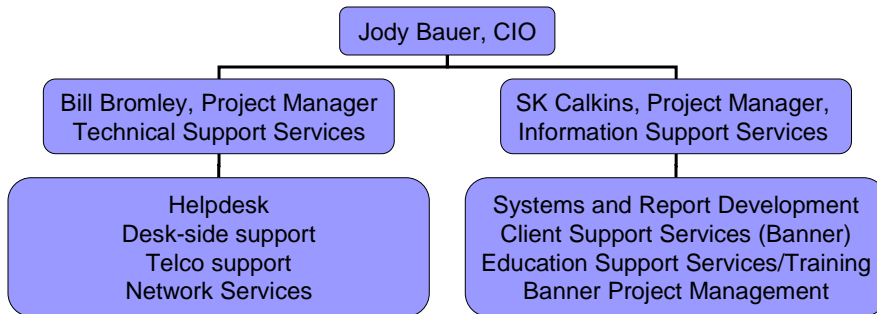


New Org Structure



Technical Support Services (TSS)

- Bill Bromley, Manager, Technical Support Services
x8818 wbromley@ccp.edu B2-40
- TSS specialized areas
 - Helpdesk
 - Desk-side support
 - Network Services and Email/SPAM
 - Telecommunication Services





TSS Help Desk

- Bonnell Building B2-40
- Monday – Friday
 - 7:00 am – 5:00 pm walk-in service
 - 5:00 pm - 7:00 pm phone support
- Saturday
 - 9:00 am – 2:00 pm walk-in and phone support
- helpdesk@ccp.edu
- x6000
- Calling outside the College - 215-496-6000



Technical Support Services

- Planning for computer hardware project implementations and deployments
- Requesting an email, network, telephone, voicemail or mainframe account
- Requesting a password change for email, network, voicemail and/or mainframe account
- Troubleshooting issues related to your CCP hardware or software
- Requesting that computer hardware and/or telephones or printers be installed or moved
- Request access to network resources





Information Support Services

- SK Calkins manages the ISS area
 - Project Management of the functional users and consultants that are implementing Banner
 - Technical support for the implementation of Banner and auxiliary products
 - Application development in support of Banner and Auxiliary products
 - Client Support Services in support of Banner
 - Change Management – business process redesign
 - Training – basic skills and Banner



What has changed? ISS

- Banner is the primary system for administrative and student integrated software services
- The legacy system ended June 30, 2006
- Staff changes/roles & responsibilities
- Requesting services





OASIS Project

- OASIS Project - Organizational Administrative Student Information Systems
- In October of 2002 the College selected Sungard SCT Banner as the new ASIS
 - July 2003 Banner Finance LIVE
 - January 2004 Banner HR/Payroll LIVE
 - April 2004 Banner Recruiting LIVE
 - October 2004 Banner Admissions LIVE
 - January 2005 Luminis Portal Live for Faculty and Staff
 - March 21, 2005 Banner Student/Financial Aid/Student Accounts Receivable and Student Portal LIVE
 - During the fall term, implementation of the remaining Student and AR modules will be accomplished



ISS Staffing

- Systems Development and Administration (11 PL/SQL Developers)
 - Joe Polich DataBase Admin/Reporting/Security Systems Coordinator,
 - Ed Ebner Finance/HR/Payroll Systems Coordinator,
 - Beth Giampietro Student/Financial Aid Systems Coordinator,
 - Jerome Phillips Web/Portal/Auxiliary Systems Coordinator,
- Client Education Support Services
 - Julie Simmons Training Coordinator,
 - Title III – Betty Cannon Activity Director
- Client Technology Support Services
 - GiGi Mayne, Client Support Manager
 - Cindy Dorfman, Client Support Services Coordinator
 - 3 technology specialists dedicated to the Banner implementation





ISS Contact Information

- SK Calkins, Manager of Information Support Services x6109 skcalkins@ccp.edu B2-38
- bantasks@ccp.edu – email request for Banner reports/information/ labels/letters
- bannerissues@ccp.edu – email requests for Banner concerns and/or issues
- <http://tango.ccp.edu/OASISTraining/> Training schedule for staff

