

Memorandum

To: President's Cabinet, Deans, Directors, and Department Heads

From: Joe Newton, Director of Information Technology

Date: January 8, 2007

Re: Organization of the Division of Information Technology

The purpose of this memorandum is to clarify the organizational and management structure of the Division of Information Technology which has undergone some changes in the last year. I hope that this will help other units understand the lines of authority and how to best interact with our division. Attached is an organizational chart that provides a visual representation of the updated organization of the division into four departments headed by assistant directors.

To facilitate more effective and efficient administration of resources and projects, a long and carefully planned re-organization of the division sought to break personnel out of their traditional, departmental silos and group them by support functions to eliminate redundancy, maximize utilization, promote teamwork, and better support the entire university. The division was organized into four departments with workgroups underneath them:

- **Client Support Services**, headed by **Allen DeVane**
 - Helpdesk (customer service for the entire division)
 - Computer Service Center (desktop hardware and software support)
 - Audio-Visual/Information Technology and Events Support
 - Instructional Technology Support (WebCT Vista)
- **Enterprise Application Services**, headed by **Lisa Baldwin**
 - Student Information (Banner)
 - Financials and Human Resources (PeopleSoft)
 - Data Warehouse and Other Applications
- **Enterprise Infrastructure Services**, headed by **Isaac Barton**
 - Network Services (wireless and cabling infrastructure, switching, and routing)
 - Systems Support Services (workgroup and enterprise servers and storage for email, web, etc)
 - Operations (data processing)
- **Information Security**, headed by **William Moore**

While we ask that you continue to make routine requests via our Helpdesk at 229-245-4357 (HELP) or helpdesk@valdosta.edu, we also ask that you make note of these four assistant directors as heads of their departments who can serve your larger needs and projects.

Director of Information Technology
Information Technology Division

Location Ashley Hall • Room #223 • **Address** 1500 N. Patterson St. • Valdosta, GA 31698-1095
Phone 229.333.5974 • **Fax** 229.245.4349 • **Web** www.valdosta.edu/it • **E-mail** jnewton@valdosta.edu