

Information Technology Council Overview

IT Support Units and IT Infrastructure Components

IT Support Personnel -- Throughout the Missouri State University System, there are 142 centralized and distributed IT support full-time employees.

- **Information Services Division – Springfield Campus (73 FTE employees)**
<http://cio.missouristate.edu/>
 - Networking and Telecommunications Department
 - Information Security Office
 - Computer Services Department
 - BearPass Card Office

- **IT Services Department – West Plains Campus (10 FTE employees)**
<http://wp.missouristate.edu/IT/>
 - Enterprise Systems and Operations
 - Management Information Systems
 - User Support Services

- **Distributed IT Support Staff – Springfield Campus (50 FTE employees)**
 - IT support staff located in various colleges and departments across campus.

- **Faculty Center for Teaching and Learning (9 FTE employees)**
<http://www.missouristate.edu/fctl/>
 - Instructional Designers work with faculty to deliver online courses.
 - The Classroom Instructional Technologies (CIT) unit assists with 300+ technology-enhanced classrooms.

Hardware, Software and Related Services – Other components of the University’s technology infrastructure include:

- **Networks** – The University’s networking and telecommunications infrastructure provides:
 - Ethernet connectivity across the University System
 - Approximately 19,000 data network outlets and 4,800 phones
 - Recently upgraded infrastructure to process ten times faster
 - (50 terabytes (50,000,000,000,000) of data per day).
 - Wireless networks access on all three campuses
 - An average of 19,000 wireless devices connect daily
 - 2,100 wireless hot spots provide coverage inside 100% of University buildings
 - Electronic door access for approximately 250 entryways
 - Video surveillance coverage for most areas of the Springfield campus
 - Panic buttons designed to notify Safety and Transportation officers of emergencies

- **Computing and Telecommunications Centers** – The University maintains two computing centers on the Springfield campus and one on the West Plains campus. These centers host the equipment utilized by IT support staff to provide technologies, software applications, and support services to the University community.

- **Information Systems** – Information systems provide a variety of self-service applications.
 - Banner Enterprise Resource Planning system incorporates many of Missouri State’s administrative business technology needs into one integrated software application.
 - Missouri State software developers implement and maintain numerous custom web applications streamline business processes and eliminate paper driven methods.
 - My Missouri State web portal establishes a single point of entry for utilizing University information systems.
 - Blackboard Learning Management System provides the software needed to administer, document, track, report and deliver courses online.

- **Information Security** – Missouri State’s information security strategy is guided by the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), which defines five essential functions of an information security program:
 - Identify –
 - Risk assessments are performed before sensitive university information is transmitted to vendors or other third-parties.
 - Servers operated by central and distributed IT support units are inventoried.
 - Protect –
 - Network firewalls and intrusion prevention systems prevent millions of probes and attacks per day from reaching our network.
 - Access to administrative systems is managed by the Information Security Office, and is granted based on job responsibilities.
 - Information security awareness training is provided to faculty, staff, and students through several channels, including video training modules, instructor-led training, social media, and email.
 - Detect –
 - Continuous monitoring systems ensure anomalous activity is detected.
 - Potential incidents are reported to the Information Security Office.
 - Respond –
 - An incident response plan and a disaster recovery plan are maintained and regularly updated.
 - Recover –
 - Exercises testing incident response and disaster recovery plans are regularly performed.
 - Lessons learned, either through exercises or incidents, are incorporated into policies, procedures, and plans.

- **Open-access Computer Labs** <http://cio.missouristate.edu/USG/open-access-computer-labs.htm>
 The University maintains three open-access computer labs in Springfield and one in West Plains. These labs provide printing, computing resources, and in-person technology assistance for everyone on campus and serve as launch pads for delivering IT related services and support. The Meyer Library 105 lab is open 24 hours a day, five days a week to better accommodate student schedules. In addition to the open-access computer labs, the University has 85 discipline specific computer labs located within various colleges.

- **Help Desk Services** <http://helpdesk.missouristate.edu> The Computer Services Help Desk focuses on providing technology assistance for faculty, staff and students and functions as a single point of contact for questions on registration, Blackboard, Banner, My Missouri State, user accounts, smart phones, and any other hardware and software related issue.