Information Services
A group of services bundled in one department or area.

Information Technology aka IT
The management of technology that Information Services provides.

Who is Information Services

- Renee Demel – Chief Information Officer

  - Amy Oelke – Director of Systems Integration and DBA
        Ronnie Dean - Coordinator of Systems Integration
                Paul Rziha – Enterprise Resource Planning Support Analyst

  - Pamela Henning – Director of Management Information Systems
        Angela Jones - Sr. Systems Engineer
        Shelli Schmidt - Coordinator of Enterprise Applications-B
        Traci Hekele - Coordinator of Enterprise Applications-A
        Tanner Marston - Senior Systems Analyst
        Recently filled position – Systems Analyst

  - Orlando Hernandez - Coordinator of Infrastructure Services

  - Zachary Bauman - Coordinator of Cloud and Data Center Services

  - Jon Dannebohm - Systems Technology Architect and Media Specialist

  - Brooke Cook - Administrative Assistant

What does Information Services do

- Banner, portal and third-party applications connected to college ERP system, management and user support.

- Employee and student email accounts and passwords management and support.

- Troubleshooting employee issues with hardware/software.

- Manage the Helpdesk ticket system.

- Network – Manage switches, network appliances, Firewall, cabling, Internet connectivity and VPN. Phone system management.

- Servers – manage and maintenance on-prem and AWS.

- Microsoft Cloud – manage and maintain Barton environment.

- Cyber Security Awareness and training for employees and students. CSIRT – Cyber Security Incident Response Team. Spam Filter monitoring.

- Software – vetting, quotes, purchasing, contracts, inventory, maintenance, installation, updates and renewals.

- Hardware – testing, quotes, purchasing, inventory, maintenance, updates, installation, reimaging and recycling.

- Student computer Labs, Esports and Tutor Centers – reimage, installation, troubleshooting, and work with faculty/staff.

- Events – coordinate with college departments, testing equipment, scheduling setup and tear down of equipment.

- Corrections – student computer lab equipment, updates and work with Barton faculty teaching at the facilities (currently 16 faculty members.)

- Chatbot support and software management.

- Surveillance camera hardware support for campus safety.

- Zoom account management.

BARTON
COMMUNITY COLLEGE

Where is the technology that we take care of

- Great Bend Campus
- Pratt CC Campus - Nursing
- Corrections – Ellsworth and Larned
- Camp Aldrich

- Adult Ed, EOC, RSVP – (Downtown Great Bend)
- Grand View Plaza Campus
- Fort Riley Campus - Troop School
- Fort Leavenworth Campus

What technology does IT take care of

- On-prem servers and Cloud servers – 58
- Desktops (including labs) - 693
- Laptops (employee/student) – 302
- Printers – 155
- Apple devices - 212
- Corrections computers and laptops – 250
- Events – Information Services has and will provide technology or support for technology, for 103 events this school year. July 2023 to June 2024. 75% to 80% of all events are student focused. 15% to 20% are community related or other events.
- Other technology equipment which is too many to list.

Information Services daily focus - Security

Information Security Principles

Information Security – protecting information by mitigating information risks.

• **Confidentiality:** This principle is designed to prevent unauthorized disclosure of information. It ensures that data is accessible only to those individuals who are authorized to access it.

• **Integrity:** This principle includes protection against unauthorized changes (additions, deletions, alterations, etc.) to data. It ensures that data is accurate and reliable and is not modified incorrectly, whether accidentally or maliciously.

• **Availability:** This principle protects a system's ability to make software systems and data fully available when a user needs it (or at a specified time). The purpose of availability is to make the technology infrastructure, the applications, and the data available when needed for an organizational process or an organization's customers.

Definitions provided by: Christopher Eller on ISMS Connect

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Types of Information Security

- Application Security
- Infrastructure Security
- Cloud Security
- Encryption
- Incident Response
- Vulnerability Management
- Disaster Recovery

Questions