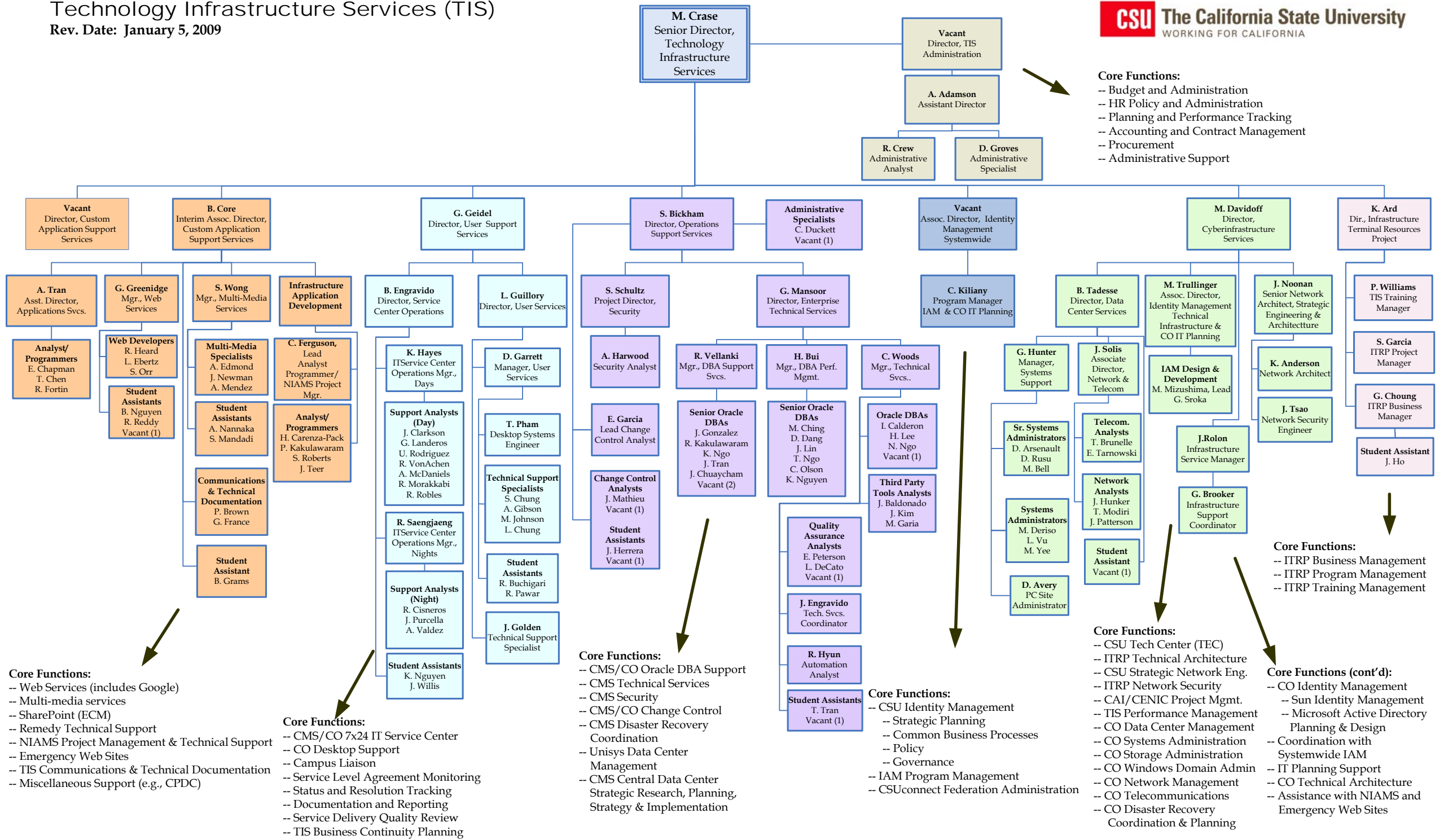


# Technology Infrastructure Services (TIS)

Rev. Date: January 5, 2009



- Core Functions:**
- Budget and Administration
  - HR Policy and Administration
  - Planning and Performance Tracking
  - Accounting and Contract Management
  - Procurement
  - Administrative Support

- Core Functions:**
- Web Services (includes Google)
  - Multi-media services
  - SharePoint (ECM)
  - Remedy Technical Support
  - NIAMS Project Management & Technical Support
  - Emergency Web Sites
  - TIS Communications & Technical Documentation
  - Miscellaneous Support (e.g., CPDC)

- Core Functions:**
- CMS/CO 7x24 IT Service Center
  - CO Desktop Support
  - Campus Liaison
  - Service Level Agreement Monitoring
  - Status and Resolution Tracking
  - Documentation and Reporting
  - Service Delivery Quality Review
  - TIS Business Continuity Planning

- Core Functions:**
- CMS/CO Oracle DBA Support
  - CMS Technical Services
  - CMS Security
  - CMS/CO Change Control
  - CMS Disaster Recovery Coordination
  - Unisys Data Center Management
  - CMS Central Data Center Strategic Research, Planning, Strategy & Implementation

- Core Functions:**
- CSU Identity Management
  - Strategic Planning
  - Common Business Processes
  - Policy
  - Governance
  - IAM Program Management
  - CSUconnect Federation Administration

- Core Functions:**
- CSU Tech Center (TEC)
  - ITRP Technical Architecture
  - CSU Strategic Network Eng.
  - ITRP Network Security
  - CAI/CENIC Project Mgmt.
  - TIS Performance Management
  - CO Data Center Management
  - CO Systems Administration
  - CO Storage Administration
  - CO Windows Domain Admin
  - CO Network Management
  - CO Telecommunications
  - CO Disaster Recovery Coordination & Planning

- Core Functions:**
- ITRP Business Management
  - ITRP Program Management
  - ITRP Training Management

- Core Functions (cont'd):**
- CO Identity Management
  - Sun Identity Management
  - Microsoft Active Directory Planning & Design
  - Coordination with Systemwide IAM
  - IT Planning Support
  - CO Technical Architecture
  - Assistance with NIAMS and Emergency Web Sites