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UNO Website: IS - Teams in Information Services

UNO Information Services *University of Nebraska at Omaha*

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Need help and not sure who to talk to? Review our list of teams for more information.

Information Services - Senior Leadership

Information Services is lead by Chief Information Officer, Bret Blackman. Bret's direct reports are referred to as the IS Senior Leadership which is comprised primarily of the team directors. IS Senior Leadership staff includes: Bret Blackman, Andrew Buker, Matt Morton, Gary Aerts, Shelley Schafer, Jesse Clark, Bob Goeman, Jaci Lindburg and Sybil Sanders.

Academic Computing and IS Communications

- **Academic Partnership for Instruction (API)** - This team provides instructional technology support for UNO faculty. We offer a range of services including: instructional design support, hands-on technology training, and instructional technology project management. API is currently working to integrate faculty support services with the Center for Faculty Excellence (CFE). The CFE/API team is also responsible for staffing the Teaching and Technology Center located in KH 538. This combined team includes: Shelley Schafer, Karen Hein, Erin King, Nancy Meyer and project manager, Joyce Crockett.
- **Communication** - This team is responsible for all IS customer related communication and includes; management of the IS website and knowlegebase, creation and distribution of technical documentation, flyers, brochures, and newsletters. The Communication team includes: Shelley Schafer and Julie Gregg.

Administrative Information Services

Administrative Information Services is a team of project managers, business intelligence, web and application development professionals responsible for technical support on enterprise wide services aligned to campus strategic goals. Several student centered services such as MavLINK portal, Talisma CRM, Admissions Application System, DegreeWorks, Mavtrack, etc and additional campus wide services including the campus website and Blackboard Analytics warehouse are supported.

This team includes: Jesse Clark, Glenn Selby, Stuart Wheat, Michael Harris, Eric Wingert, Cassia Nebel, Dan Kenny, Todd Nelson, and Alex Boryca.

Business Office

The Information Services (IS) Business Office is located in EAB 110 and monitors the internal operations of IS, assisting with budgeting, purchasing, accounting, personnel and other administrative issues. The staff processes all purchase orders, internal charges, journal entries, purchasing card charges, travel reimbursements, and petty cash vouchers for IS staff. Human Resources issues with regard to hiring new staff/students, promotions, separations, transfers, salary increases, etc. are processed by this team.

This team includes: Sybil Sanders, Cathy Bosilijevic, and Tonya Bishop.

Information Security Office

The Information Security Office (ISO) is a group of security professionals who support the efficient delivery of services to the constituents of the University; through a sustainable information security program that improves security, reduces costs, and uses security to ensure the goals of the campus are met. The team, lead by Chief Security Office, Matt Morton, is focused on the creation of information security policies, standards, guidelines, and technical services that protect the University's information assets as well as the security and privacy interests of the users of University services.

This team includes: Matt Morton, Jennifer Disney, Matt Glardi, Patrick Haugland, and Seth Korber.

Digital Learning Office

Jaci Lindburg is the Assistant Director of Digital Learning for UNO and works collaboratively with CFE/API to ensure the coordination of resources for online faculty and students. Additionally Jaci is responsible for coordinating the strategic direction for digital learning at UNO, including quality assurance and accreditation.

Infrastructure Services

Infrastructure Services is a team of network engineers and systems administrators that are responsible for the design, planning, and operation of the campus network, server infrastructure, virtual desktop environment, and the campus data center. The team, lead by Andrew Buker, also manages a diverse set of applications such as Blackboard and and handles a number of software and hardware purchasing contracts.

This team includes: Andrew Buker, Dean Hayes, Kent Brede, Steve Dawe, Mike Zimmerman, Rachmad Suwondo, James Harr, Dave Homan, George Blessing, Jaime Young, Stephen McIntyre, Jay Killion.

Multimedia Technology Services

Multimedia Technology Services (MTS), located in Eppley Administration Building Room 104, provides computing and presentation equipment support for classroom use throughout the campus. MTS maintains the audio-visual equipment in more than 180 Hi-tech classrooms located throughout the campus, and provides upgrades and repairs to University-owned laser and inkjet printers and other electronic equipment for UNO faculty and staff. Additionally, we provide audio setup and operation for major campus events and assist departments interested in upgrading or purchasing new equipment for office or classroom use.

Team Includes: Steve Lendt, Jonathan Peterson, Kevin Birch, and Ted Turgeon.

Technical Support Services

Technical Support Services

Technical Support Services includes several teams:

- **Service Desk** - Often referred to as the Help Desk, our support services team, located in EAB 104, provides first-level technology support for all UNO faculty, staff and students. We respond to your technical issues via phone, e-mail, and walk-in support. Our services include: equipment checkout, bulk hardware and software purchases, test scanning, and password recovery/reset assistance.
- **Desktop Support** - These technicians support desktop applications in specific areas, such as the Community Engagement Center, Testing Center, International Programs, and most administrative units in the Epply Administration Building.

These teams includes: Bob Goeman, Patrick Snyder, Kurtis Slater, Anna Berg, Nick Merchen, Jason Leichner, Alex Kukinski, and Hector Tercero Suazo.

Telecommunications

The Telecommunications group integrates and manages all aspects of telephone (voice), conferencing (video and audio), emergency notification systems (ENS) and cabling (fiber and copper) support for the UNO campus. Its responsibility includes engineering, design, procurement, installation and maintenance of the telecommunication assets supporting 2,500 telephones; connectivity terminating in and uninterruptible power systems (UPS) supporting the network in 100 wire closets; and, ENS overhead paging in 69 buildings and over 250 Security communications points throughout campus.

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