Faculty Council
Fred Piazza
6/17/2022
Talking Points:

- Overview of IT organizational structure, function, mission

- Key activities that promote faculty productivity, streamline processes, and generally support the faculty

- Plans on the near-term and long-term horizons that will positively influence the way the AgCenter provides information and utility to internal and external stakeholders

- IT FAQ’s

- Q&A
information technology

Fred Piazza
Chief Information Officer

Adam Woerner
Assistant Director
IT Infrastructure, D.E. & Security
- Mahesh Chinnaian
  Unified Coms.
  Analyst
- Greg Graham
  Network Analyst
- Igor Kamalov
  Centralized Infra.
  Analyst
- Greg O’Dell
  IT Security Mgr.
- David Stout
  AV/D.E. Tech.

Davis Dautreuil
Assistant Director
IT Support
- Ed Conger
  NW Field Tech.
- Mia Lewis
  SE Field Tech.
- Johnny Thompson
  CenLa Field Tech.
- Michael Turley
  SW Field Tech.
- Jim Wallace
  NE Field Tech.
- Vacant
  SC Field Tech.
- Mason Chambers
  IT Manager
  Service Desk
  - Zack Reboul
    Campus Tech.
  - Antoine Route
    Campus Tech.

Vacant
Assistant Director
Web & Training
- Liz Black
  Web Coordinator
- Tanya Ruffin
  IT Training Coord.
- Joshua Ydarraga
  Web Coordinator
  (Shared with AgCenter Communications)

Andrew Garcia
IT Manager
Application Development
- Christopher Barnette
  Application Dev.
- Callen Cranfield
  Front End Dev.
- George Harris
  App. Support Tech.
- William Lee
  Reporting Dev.
- Joshua Nelson
  Back End Dev.
- Vacant
  Data Specialist

Office of the CIO
- Page Langlois
  Business Coord.
- Sam Razi
  Dev. Ops.
- David Woerner
  Project Coord.
  (Part-time)

Revised 06/2022
Information Technology

IT Governance:

- Established by LSU PM-49 (01/2021)
- Representation from each LSU top-level institution on every committee
- Local IT Governance Committees exist at every institution

* Strategic and Operational/Policy committees may form standing subcommittees and ad hoc working groups as needed
IT Support Services:

- Help desk support for hardware, connectivity, & software issues

- Software specification, acquisition, installation, & configuration

- Hardware specification, acquisition, setup, operation, & maintenance
Web, Application & Data Services:

- Custom application development
- Data management, analysis, & visualization
- Web & multimedia creation
IT Infrastructure & Security Services:

- Voice, data, telepresence, video conferencing, & other electronic communications
- Server specification, acquisition, set-up, operation, & maintenance
- Installation and maintenance of network cabling
- Network architectural design, implementation & maintenance
- Cyber security services
Upcoming Plans

Near-term:
- Extension Activity Reporting System
- Teams calling plans for campus
- IT Security policy rewrites
- Single-Sign-On (SSO) with LSU A&M

Long-term:
- Teams calling plans statewide
- Full IT policy and operating procedure overhauls
- Service Desk portal upgrades
- Sitecore CMS upgrades
- Enterprise-level data warehouse and data mart
FAQs

• What’s happening to Extension Activity Reporting?
• Are there new IT policies?
• What approvals do I need for acquiring hardware?
• What approvals do I need for acquiring software?
• How do I find my stuff in the cloud?
• Can I take my computer equipment away from the office to work remotely?
• How do I keep my personal email, contacts, and files private?
• What IT training is available?
• How can I edit LSU AgCenter web pages?
System Level Permanent Memoranda (PM Statements):

- **PM-49** (01/2021) - Information Technology Governance
- **PM-50** (06/2021) - Review and Approval for Acquisition of Software and Services
- **PM-36** (08/2021) - Information Security

Corresponding AgCenter Policy Statements (PS):

- **PS-32** (2001) - Computer Hardware/Software Management Policy
- **PS-47** (2012) - Use of AgCenter Information Technology Resources
- **PS-45** (2006) - Wireless Mobile Communication Devices
Q: What approvals do I need for purchasing IT hardware?

A: IT approval is needed for purchases of any devices that process, store, or transmit data/information.

Q: How do I get approval?

A: Contact the IT Help Desk or your IT Field Technician IN ADVANCE of purchase.
Mobile Outlook & Teams Apps

- **Outlook:** Email, contacts, & calendar
- **Teams:** Video calling, text messaging, voice calling and texting, files in Teams sites

- Android and Apple (iOS) versions
- Phones & Tablets/iPads
- Go to Google Play or Apple Appstore
- Logon to the apps with AgCenter Email & Password
Mobile Outlook & Teams Apps

Apple
- Mail
- Calendar
- Contacts

Android
- Mail
- Calendar
- Contacts

For WORK, use these apps instead!
- Outlook
- Teams

Text Messages
- (Phone #s possible for $6/mo)
IT Training On-Demand Portal

https://www.lsuagcenter.com/workingremotely

Provides training on:

- Using Windows
- Using Microsoft Office 365 including:
  - OneDrive
  - Teams
  - Word
  - Excel
  - PowerPoint
  - Access (Office 2019)
- Information Security

Great resources for working at home, or brushing up on your IT skills
Microsoft hosts training for LSU AgCenter employees!

Sessions Held Mondays 2 – 3 pm & Thursdays 9 – 10 am via Teams

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Date</th>
<th>Topic</th>
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<tbody>
<tr>
<td>APR 25</td>
<td>Cloud Storage and Sharing in OneDrive and SharePoint Mon, Apr 25, 2:00 PM</td>
<td>MAY 12</td>
<td>Manage Your Projects and Events Using To Do and Planner Thu, May 12, 9:00 AM</td>
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<td>APR 28</td>
<td>Cloud Storage and Sharing in OneDrive and SharePoint Thu, Apr 28, 9:00 AM</td>
<td>MAY 16</td>
<td>Information Tracking with Lists Mon, May 16, 2:00 PM</td>
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<td>MAY 2</td>
<td>Getting More with SharePoint Mon, May 2, 2:00 PM</td>
<td>MAY 19</td>
<td>Information Tracking with Lists Thu, May 19, 9:00 AM</td>
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<td>MAY 5</td>
<td>Getting More with SharePoint Thu, May 5, 9:00 AM</td>
<td>MAY 23</td>
<td>How to use Microsoft Forms Mon, May 23, 2:00 PM</td>
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<td>MAY 9</td>
<td>Manage Your Projects and Events Using To Do and Planner Mon, May 9, 2:00 PM</td>
<td>MAY 26</td>
<td>How to use Microsoft Forms Thu, May 26, 9:00 AM</td>
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<td>MAY 30</td>
<td>Power Up with PowerPoint Mon, May 30, 2:00 PM</td>
<td>JUN 2</td>
<td>Power Up with PowerPoint Thu, Jun 2, 9:00 AM</td>
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<tr>
<td>JUN 6</td>
<td>OneNote - Your Digital Binder Mon, Jun 6, 2:00 PM</td>
<td>JUN 9</td>
<td>OneNote - Your Digital Binder Thu, Jun 9, 9:00 AM</td>
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</tbody>
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Training and Q&A for Teams Conferencing – Contact David Stout

- David is offering 1 on 1 trainings as well as question and answer sessions regarding audio, video and telephone conferencing with Teams

Invite DSTout@agcenter.lsu.edu to your Teams meetings.
- David and his student workers can assist with meetings.
To get Adobe desktop products go to the AgCenter IT intranet site:
https://intranet.lsuagcenter.net/unit/InfoTech
Search for “Adobe” in the top search bar.

Replaces Canva
https://express.adobe.com/

For training on switching from Canva:
https://aged.lsuagcenter.net/course/view.php?id=30
helpx.adobe.com/creative-cloud/tutorials-explore.html

All your tools. All in one place.
Learn the basics, or refine your skills with tutorials designed to inspire.

Sort by:
BEGINNER  EXPERIENCED
**Sitecore/CMS Page Editor**

- For those that often need to do webpage creating and editing
- More complicated and more difficult to use
- Can save time to publish content
- To use, get training from Liz Black: lblack@agcenter.lsu.edu

**Sitecore Express**

- For users who infrequently need to create or edit web pages
- Simple to use form
- No training required
- Web professionals do all the heavy lifting of creating or editing pages
- May take longer to get things published
- To use go to: http://lsuagcenter.net/SitecoreExpress
Let us know if you need **training:**
Contact Tanya Ruffin, IT Training Coordinator
Email: TRuffin@agcenter.lsu.edu

Let us know if you need **help:**
Contact your local AgCenter IT Tech or the IT Help Desk
Email: itsupport@agcenter.lsu.edu
Phone: 225-578-8534