



What Services Does

Instructional Technology Support assists faculty, staff and students in using technology to enhance teaching and learning. This team offers one-on-one and group training programs, consulting services, instructional tools, online resources, Faculty Innovation Centers and Audio Visual services.

Operational Technology is responsible for providing level 2 support for University owned hardware and software for faculty and staff on the desktops, equipped labs, classrooms and auditoriums across all 6 university campuses. This team is also responsible for the preparation and installation of leased and purchases PC's, MACs and peripheral equipment.

Technology Support Center provides first level customer support for all DePaul University technologies, ID cards and student PC support

What Development Does

The **Development Group**, as a whole, is responsible for the designing, building, testing and support of PeopleSoft, the university's web based group of administrative business systems and custom solutions that support the university's operations, academics and decision making. The Development Group is comprised of four key teams:

The **Design** team, with requirements from the functional user, creates the blueprint for a solution.

The **Build** team develops solutions from the blueprints created by the Design team.

The **Test** team's responsibility is to ensure that the Design and Build teams are creating quality solutions for our users.

The **Support** teams manage the day-to-day issues of each PeopleSoft product and custom solution created within the Development Group.

What Infrastructure Does

Systems is responsible for the University's data network, telephony, data centers, and server environment.

Operations is responsible for Exchange messaging, network file storage and sharing, network printing, directory services, software installation requests, and desktop computing design and management.

Applications Engineering is responsible for administering the University's database, Peoplesoft, web hosting and Microsoft Active Directory environments, This team also administers a number of proprietary software applications for DePaul, such as, the Blackboard's ID Card System and Learning Management systems, data warehouse, ImageNow, SharePoint, and a variety of other applications.