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New Telephone System
IT department pleased to announce that the Voice over Internet Protocol (VoIP) was chosen to replace the 15-year old telephone system. VoIP is a technology to send a voice signal over the data network. The shift over to VoIP is driven by the lower cost of the service.

Repro Graphic Online Work Order System

Wireless Access

ON-SITE Technical support
IT staff members commit to provide on site support to faculty in the Faculty Bungalows during the first week of fall 2008. Our schedules are:

9/2 (Tuesday) – 9/4 (Thursday)

<table>
<thead>
<tr>
<th>Time</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>07:30AM – 11:00AM</td>
<td>Jerry Garcia</td>
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<tr>
<td>11:00AM – 02:00PM</td>
<td>Eric Rettke</td>
</tr>
<tr>
<td>02:00PM – 03:00PM</td>
<td>Hanh Tran</td>
</tr>
<tr>
<td>03:00PM – 05:00PM</td>
<td>Nick Minassian</td>
</tr>
<tr>
<td>05:00PM – 07:00PM</td>
<td>Carlos Garcia</td>
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</tbody>
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GENERAL INFORMATION

The Information Technology Department Mission and Goals
To enable the use of information technology effectively in support student, faculty and staff
To deliver information technology and services that meet the needs of Mission College, achieve the highest level of customer satisfaction and provide a robust and secure information technology infrastructure.

Staff Members
- Maury Pearl
- Hanh Tran
- Carlos Garcia
- Nick Minassian
- Eric Rettke
- Jerry Garcia
- Julie Pepe
- Terry Carter

Dean of Research, Planning and Technology
Manager, College Information Systems
Senior, Computer Network Support Specialist
Web Designer
Computer Network Support Specialist
Asst. Computer Network Support Specialist
Asst. Computer Network Support Specialist
Media Specialist

Services we provide
- Audio/Video Media Services
- Computer/Printer and Network services
- Telephone services
- Web services

Hours of Operation
Info Tech
7:30AM - 7:00PM Monday – Thursday and 8:00AM – 4:30PM on Friday
Audio Video service
7:30AM - 4:00PM Monday – Thursday and 8:00AM – 4:30PM on Friday

Locations
Info Tech office locates at the lower level of the Library and Learning Resource Center building.
Audio-Visual office locates at the Campus Center.

How to Contact Us
The main Number is (818) 364-7608
Please call this number for general information, but not to report problems. Important note: leaving work requests by voice mail may delay service.

To Report a Problem
The best way to report telephone, A/V equipment, computer, and printer is online. To report problem on line, you must have a college email account. Please see page 6 for detailed instructions.
What If I Can't Get Online?
Of course if your computer isn’t working, or you don’t have a Mission email account, you can ask another staff member who had Mission email account to submit a work request. Faculty can request a Mission email account through the secretary in your area.

Useful Links

Email FAQ: http://www.lamission.edu/it/faq.html
Instructions on how to use Plant Facilities, IT work request: http://www.lamission.edu/it/support.html
Instructions on how to use FTP program: http://www.lamission.edu/it/web.html
On Line Work Requests: http://support.lamission.edu/ (on campus only)
Telephone usage instructions: http://www.lamission.edu/it/telephone.html
AUDIO/VIDEO MEDIA SERVICES

Services
Loan of audio-visual equipment and educational videos, films for appropriate use by faculty and staff,
Assist faculty/staff with classroom media equipments, campus events,
Duplicate educational video tapes, CD, audiocassette staff and faculty
Maintains audio-visual equipments, repairs, order equipment and
Maintains multimedia library of instructional materials for faculty

Media Equipment Reservations - Frequently Asked Questions

1. How do I make a reservation?
You can make a reservation on line when you are on or off campus
http://support.lamission.edu/formmail/avrequest.aspx . The reservation must be made 24 hours in advance.
Or stop by the AV office located in the campus center.

2. Who can reserve equipment?
Full time/part time faculty and staff can reserve equipment for instructional use only. Student is not allowed
to check out equipment without an instructor present.

3. How do I request to repair the A/V equipments in the classroom?
You can submit an A/V work request on line at this link: http://support.lamission.edu/

4. What is the policy regarding pickup? / returning equipment?
Equipment that can be stolen such as computer projection cart is the responsibilities of the instructors who
request the equipment. The Equipment should be return to the designated area where the equipment will
be stored. An area for storage has not been finalized yet. All other sensitive equipment cameras, boom
boxes, cassette, headphones, and media (video VHS, DVD, cassettes) should be return by the instructor in
person. An AV TECH will pick up all other equipment such as TV COMBO UNITS, OVERHEAD
PROJECTORS, and SLIDE PROJECTOR.

5. I would like to use the A/V equipment in the classroom. How do I get help?
If you are scheduled to teach in the following Smart classrooms, you may want to request for a training on
how to operate the A/V equipments. Smart classrooms are:
CSB (Collaborative Studies Building): 101, 102A, 102B, 105, 110, 201, 203, 205, 206, 207, 208
To request A/V training, please submit your request at this link:
http://support.lamission.edu/formmail/sctraining.aspx

For other classrooms where A/V equipments are not available, please submit an A/V reservation request
on line at this link: http://support.lamission.edu/formmail/avrequest.aspx
COMPUTER/PRINTER AND NETWORK SERVICES

Mission college Network Environment
In order to provide convenient entry for authorized persons, yet maintain security/privacy you will be given a user name and password to gain access to most information technology network application. You may have more than one account/password depending on which services you use. Please keep your passwords safe, yet accessible in case you need to reference them.

Common Types of Accounts

MS Outlook Email
- Who may have a Mission Email account?
Any full-time or part-time faculty or staff member may have a Mission email account.
- Requesting a new email account
To request a new email account, your department chair, managers or directors will submit a IT on line work request. The IT On Line Work Request instruction can be found at http://www.lamission.edu/it/support.html. You will need to supply the following information to request a new email account:
  ▫ Your full name including middle initials, if any
  ▫ The Department you work for and
  ▫ Your employee number within the district
- Why do I need a Mission email account?
Once you have a Mission email account, you are able to access the Mission network to obtain District applications, and to submit an on line A/v, telephone, computer, printer, web work request.

DEC Access Account
- What is a DEC account?
DEC is a District student database. Faculty and staff are able to access to DEC either by terminal simulation program or Web access. DEC Web access is used for faculty on or off campus. DEC terminal simulation is used on campus only.
- Requesting a DEC account for faculty
All full time and part time faculty have DEC access via Web based by default from District. Requesting DEC screens is not necessary unless faculty need additional screens to use on campus. To request additional screens, the secretaries of faculty area can email to IT department a DEC authorization form. Dec Access Authorization Form can be downloaded at:
http://www.lamission.edu/campus_forms.html
- Requesting a DEC account for staff
To request a DEC account or additional DEC access screens for staff, department chairs, managers, or directors have to submit to IT the DEC Access Authorizations form.
- Where can I obtain the DEC Access Authorization form?
It can be downloaded at http://www.lamission.edu/campus_forms.html
TELEPHONE AND WEB SERVICES

Telephone Services
- Who may have a phone number?
  Staff, part time, and full time faculty can have a phone number.
- Requesting a phone number
  To request a phone number, department chair persons, managers, or directors must submit an online work request at http://support.lamission.edu/.

Web Services