Houston Community College

Information Technology

William Carter Ph.D.
Vice Chancellor of IT
Points of Contact and Resources

Direct Contact
- Vice Chancellor’s Office
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- Help Desk and Desktop Support
  - Department: Customer Support
  - Phone: 713.718.8800
  - Email: Customer.Support@hccs.edu
- Desktop Replacement
  - Department: IT Asset Manager
  - Phone: 713.718.8826
  - Email: waldemar.sokalski@hccs.edu
- Incident Management
  - Department: IT Security
  - Phone: 713.718.8371
  - Email: paul.berryman2@hccs.edu

Ongoing Communication to District
- IT Alerts
- IT Eagle Newsletter

Training
- Security Awareness
- UTrain

Resources
- Information Technology on myHCC
  - http://myhcc.hccs.edu/Departments/IT/
- HCC IT Policies
  - B.2.9 Information Technology
  - B.2.10 Security for Administration and Technology
- HCC IT Procedures
  - B.2.10.2 Security Breach Notification
  - B.2.10.3 Acceptable Use
  - B.2.10.4 Wireless Network
  - B.2.10.8 Account Management
  - B.2.10.9 Password
- General Guidelines & Resources
Current and Future Projects

• Hosted Email System
  o MS365
• Wireless Network Upgrade
  o 640M Gb -> 1.2 Gb -> 2.4 Gb
• Offsite Hosted Intranet
  o myHCC
  o Departmental SharePoint sites
• Help Desk Work Request Management System
  o Track-It
• PeopleSoft Upgrades
  o Finance
  o Human Resources
• Technology Replacement
  o Virtual Desktop Interfaces