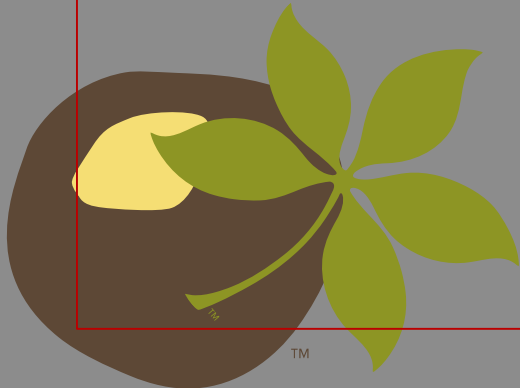


IT Staff Organizational Charts



IT Service Desk

Three Sr. Manager of Customer Experience positions have been posted as new positions.

OCIO Director of Service Operations (Max Treboni)

Sr. Manager of Customer Experience (Columbus Campus)

(9) Desktop and AV Technician - System Specialist

- Mark Dinehart
- Matt Grinstead
- Ken Kulka
- David Leaders
- Andrew Merritt
- Alanna Smith
- Joel Yoder
- Dan Huskey
- Sam Smith

Sr. Manager of Customer Experience (Wooster Campus)

(7) Desktop and AV Technician - System Specialist

- Chris Dicus
- Mike Franks
- William Houston
- Rick Mitchell
- Jared Phillips
- Devin Roush

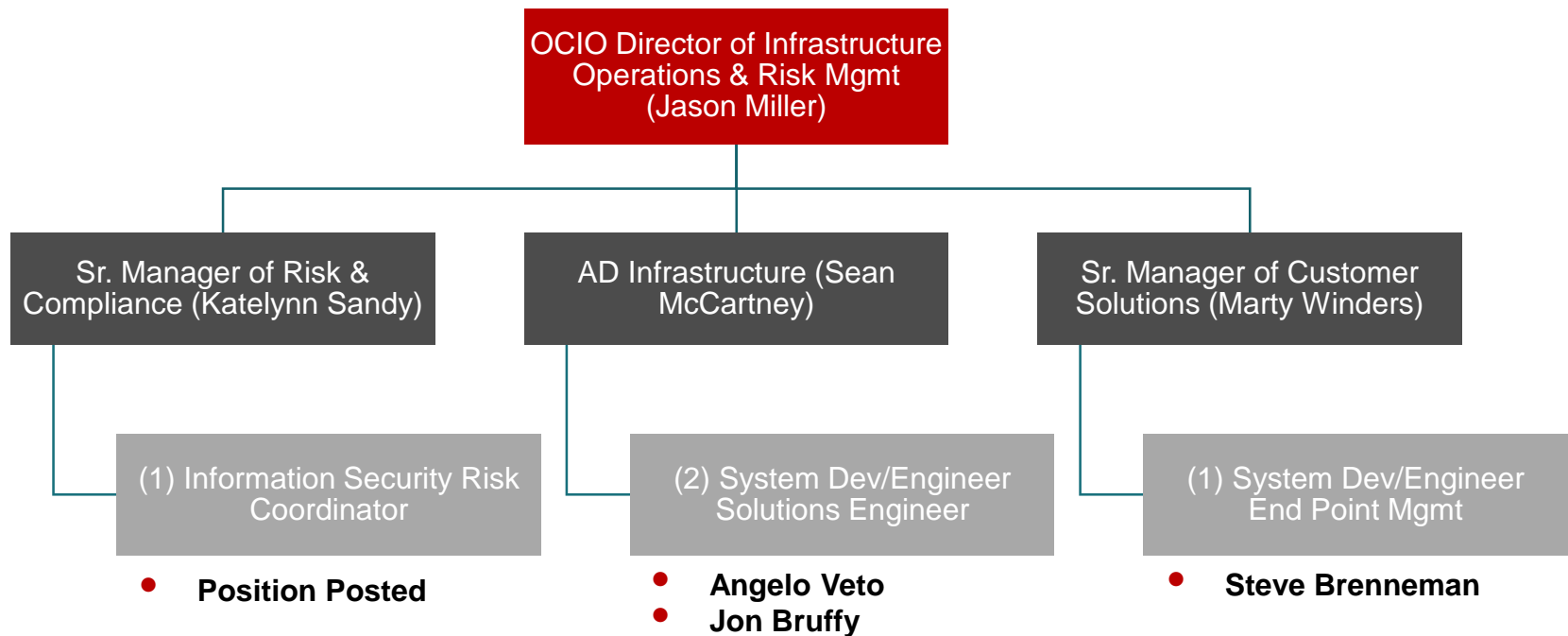
Sr. Manager of Customer Experience (County Extension)

(4) Desktop and AV Technician - System Specialist

- Beth Abbott
- Timothy Barkley
- Ryan Cashon
- Richard Emmett
- Steve Lichtensteiger

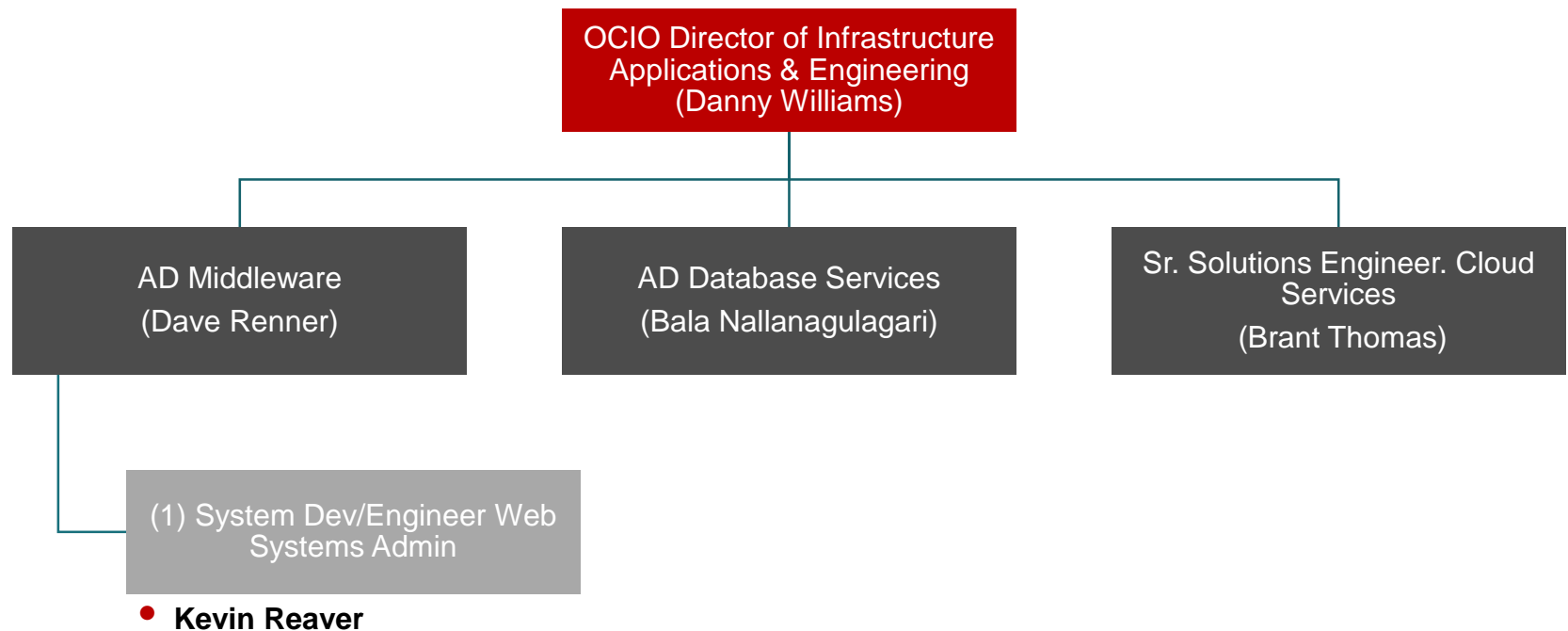
ABOUT THE IT SERVICE DESK: These front line support specialists work with our customers on a day-to-day basis. They answer technical questions, upgrade desktop computers, train end users, assist with audio/visual systems, and remove IT obstacles from our customers.

Infrastructure & Risk Mgmt



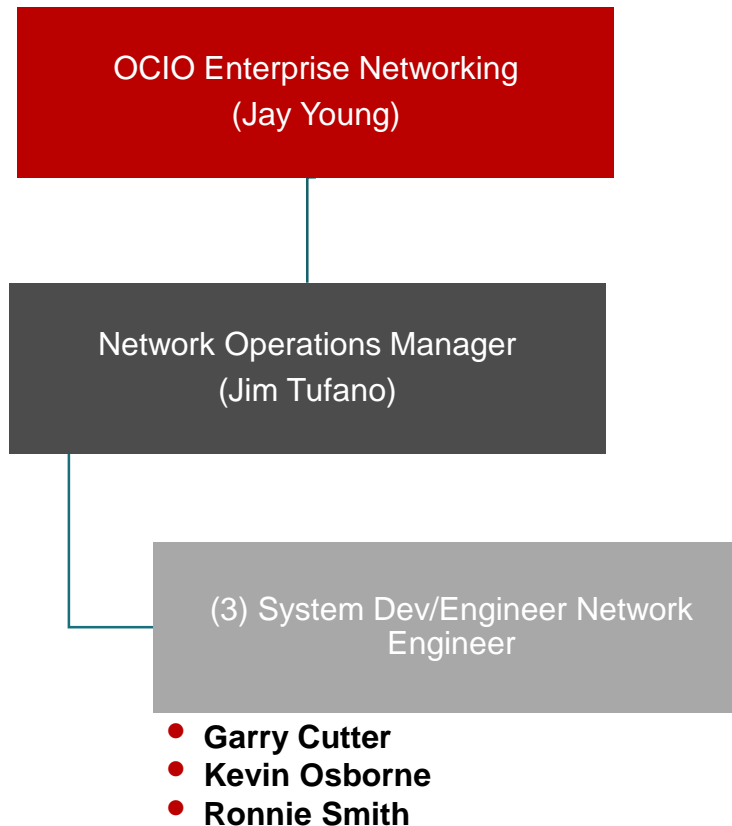
ABOUT INFRASTRUCTURE AND RISK MANAGEMENT: This team supports all of our servers, storage, and backup services. Additionally, a dedicated group of specialists ensures that our infrastructure systems remain in compliance with university security standards, our endpoints are properly patched and managed, we have documented and tested disaster recovery plans, and our applications are secured behind a robust data center firewall and load balanced network.

Infrastructure Applications



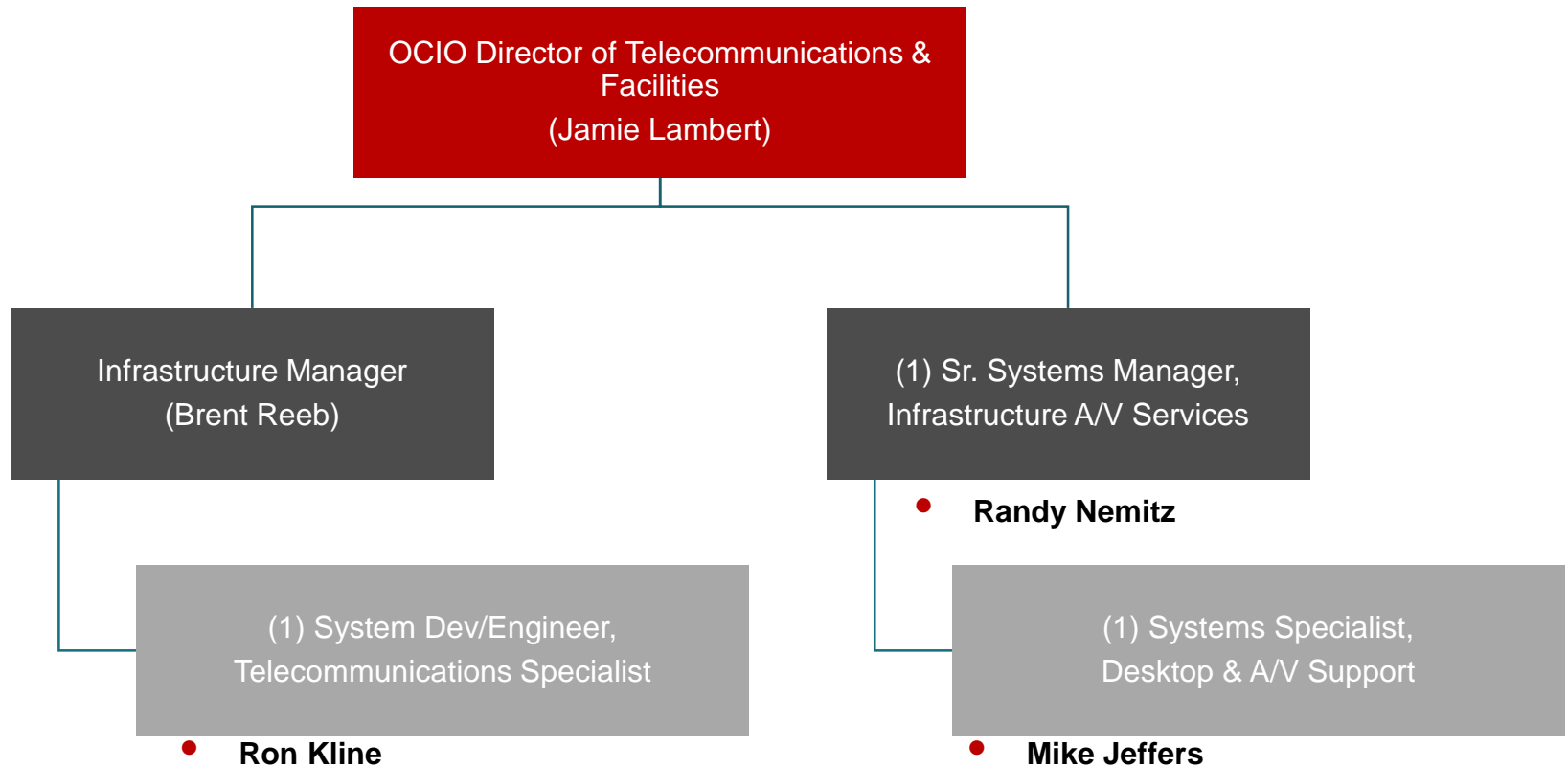
ABOUT INFRASTRUCTURE APPLICATIONS: Our middleware team provides ongoing support and upgrades of our webhosting environments, monitors and supports enterprise level application services, performs application patching and upgrades, leads moves to production & testing of applications, and documents physical & logical architecture of both on premise and cloud hosted solutions.

Enterprise Networking



ABOUT ENTERPRISE NETWORKING: Responsible for the operational support and expansion of local area networks, OSUWireless, OSUNet and wide area networking to off campus locations. The team also provides Domain Name Services (DNS), network operations center support, internet 1 & 2 access, and virtual private network solutions to the enterprise.

Telecommunications



ABOUT THE TELECOMMUNICATIONS TEAM: This team is leading the support of legacy phone systems, move/add/change activity for telephones, inside and outside building wiring, and Skype for Business services.

CFAES Information Technology Services

