



Services Offered

Client Services

Client Services provides technology support, economical solutions, and relevant communications through collaboration with our constituents

- [Computer Labs](#)
- Technology Support
- Web Services
- Training Services
- [Computer Asset Management](#)
- [Computer Replacement](#)
- Mass E-mails

Infrastructure & Support Services

Sam Houston State University relies heavily on Information Technology resources to perform its business and academic operations. The Infrastructure and Support Services Department works for the campus community by providing the core infrastructure and back-end services the University utilizes to complete its mission. This infrastructure includes data and voice communications, centralized server administration and operations, centralized desktop administration, and security, and it is our responsibility to provide them in an innovative, reliable, and cost effective manner.

- Networking (Wired, Wireless, ResNet)
- Servers
- File Storage
- Backups
- Disaster Recovery
- Security
- Firewalls
- Security Awareness Training

- Software Management

Enterprise Services

The IT Enterprise Services department provides application development, integration, reporting and support for successful university accreditation and business requirements. The areas and functions supported typically include the university's core ERP system, currently Ellucian Banner, as well as other integrated, transactional systems related to students or finances.

- Reporting
- Application Support
- Application Development and Integration
- Business Process Analysis and Process Improvement
- Database Administration

Project Management Office

The IT Project Management Office manages the Information Technologies project portfolio to ensure successful project completion. The PMO collaborates with clients and IT departments ensuring appropriate assignment of IT resources in alignment with state standards and best practices (e.g., PMI, DIR, TAC).

To see a full listing of services, go to the service catalog in the [Cherwell Portal](#).

Follow SHSU:

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