OUR MISSION

ITS is a diverse team of highly dedicated professionals committed to our students, faculty, staff, and the community. Our mission is to provide technology solutions, services, and support founded on the business needs of our campus community. We strive to support and enhance the mission of the University of Michigan–Flint. Our focus is to use technology to inspire students, empower educators, enrich administrators, and improve the state of Michigan and the world.
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ITS-Classroom Services

LEADERSHIP
Harvey Sherman, Associate Director

Erik Hoffman, Instructional Learning Intermediate

Nick Looney, Instructional Learning Assistant

STUDENT STAFF
Joe Dent, Student Technician

French Hall Classroom Upgrades
ITS-Classroom Services completed part 1 of a 2 part upgrade with the focus of bringing all French Hall classrooms up to the campus standard. The first part of the upgrade included the installation of 23 new work-surfaces, touch panels, confidence monitors, and monitor arms. This is the first part of a two part upgrade. The internal cart equipment will be upgraded to the newer "Digital Media" standard at a later date.

Additional Crestron Upgrades
A number of rooms (111, 161, and 405 French Hall) were upgraded from Crestron QM to Crestron DM equipment, DM stands for Digital Media, but for the user this means that these rooms now have the option of using HDMI devices. These upgrades also replace out of warranty and failing equipment and drastically improves the viability of the rooms. In the case of 405 French Hall, a major overhaul of the space had to be completed to remove old equipment related to distance learning.

ITS-Classroom Services has also continued to remove outdated "smartcarts" from general classrooms as they work to bring all classroom equipment in line with standards. At this time only 3 rooms (107 MSB, 109 MSB, 1205 WSW) still contain Smart carts. The difficulty with upgrading these spaces stems from their capacity and the fact that they will require a solution more powerful than our classroom standard to be effective.

MSB 121 Equipment Upgrade
One classroom this year that received a unique upgrade was 121 Murchie Science Building. Due to the dimensions of the room, The standard equipment found in other classrooms would have been ineffective. ITS-Classroom Services solution included the installation of a 86" touch screen monitor that would act as the heart of the instruction equipment. This install also included a podium to house the document camera and other equipment.
Virtual Event support

Before the winter semester, ITS-Classroom Services was involved in the support of 32 large scale physical events on campus. After the campus transitioned to on-line classes and remote activities, ITS-Classroom Services has seen a substantial increase in the need for virtual event support. In the last 6 months, they have worked to plan, schedule, and moderate over 40 virtual sessions. These have included campus town halls, interviews, new student orientation sessions, workshops, theatrical events, and more.

If you are interested in hosting an on-line event for campus and don’t know where to start? Reach out to Nick Looney to get started.

Network Switch Installation

Working with the Network Engineers team, ITS-Classroom Services worked to install 55 new managed network switches in general classroom spaces across campus. These new switches will allow for different equipment to connect to various subnets over the same connection and will improve the reliability of their connection. The new switches will also allow for improved monitoring, alerting when there is a network failure in a classroom space.

Admissions Virtual Campus Tours

Working with the Admissions department, ITS-Classroom Services recorded and edited a virtual walk-through of campus. The videos created are meant to mimic the campus tour experience that students get during their on campus orientation sessions. Admissions then hosted the videos on-line so that students may explore the campus virtually for the time they are not permitted to return to campus.

Classroom Services- Ticket Satisfaction

- Excellent
- Good
- Average
- Fair
- Poor

91%
Desktop Computer Services

LEADERSHIP
Ken Heiser,
Associate Director

Jason Gooding,
Desktop Support Specialist Senior Supervisor

Parker Schadegg,
Desktop Support Specialist Associate

Eric Trantham,
Desktop Support Specialist Associate

FULL-TIME STAFF

Completed Projects:

Departmental Moves
In cooperation with the ITS Project Management group and Facilities the DCS Technicians have assisted in multiple departmental moves and staff relocations.

Windows 7 to 10 Project
With Windows 7 officially retired, DCS Technicians successfully completed the migration and have been rolling out and configuring Windows 10 v1909 on all new equipment as the new standard operating system. This roll-out includes the Direct Access capabilities that will automatically connect University managed devices back to the campus network without users needing to use a VPN. Apple OSX Catalina has also been set for the standard OS on all Apple desktops and laptops on campus. Both operating systems have also been moved to Office 2016 respectively along with the latest security updates and patches. Office365 is also now an option for Students, Faculty and Staff.

About Desktop Computer Services
Desktop Computer Services (DCS) performs the installation and maintenance of all desktop computers and printers on campus, including software and connections from the workstations to the communication closets; and provides consultation and assistance on all computer-related purchases for the campus.
Improved Printing Process
DCS has been continuing to help streamline departmental printing by creating print ques that are automatically installed on departmental computers when added to Active Directory.

VDI Device Removal
As campus moves away from VDI devices the DCS technicians have been removing them from campus.

Free Adobe Creative Cloud
After two successful years of Adobe Creative Cloud, it is now being provided to all Students/Faculty/Staff on all 3 campuses and the Technicians are assisting with the migration to the new license.

Improved Deployment Process
This past year the DCS Technicians continued to improve the deployment of PC’s and Macs on campus with the continued use of SCCM 2016 and the Kasper servers for Mac deployments.

Certifications
DCS technicians attended IP v6 training and renewed their HP and Dell Certifications for repairing equipment under manufacturer's warranty for faculty, staff and students. DCS is currently supporting over 4800 campus devices including VDI's, laptops, desktops, Mac desktops, Apple iOS devices and departmental printers. DCS technicians are also now JAMF certified and are working on the next level of certifications.
Our Year in Numbers

Calls Presented
9,663

Average Handle Time
8 min 33 sec

Open Computer Lab Visitors
4,710

LEADERSHIP
Ken Heiser,
Associate Director

Anthony Mills,
Customer Helpdesk Supervisor

FULL-TIME STAFF
Nick Dean,
Customer Helpdesk Technician Intermediate

Duane McLeod,
Customer Helpdesk Technician Associate

Skyler West,
Customer Helpdesk Technician Associate

Cameron Hall,
Customer Helpdesk Technician Associate

About the ITS Helpdesk

The ITS-Helpdesk offers support and assistance with faculty, staff, and students technology needs. The helpdesk is available by email, phone or in person at one of our two locations with extended evening and weekend hours. We also maintain a robust collection of Quicknotes and video tutorials on our website that provide detailed instructions on how to accomplish many computing tasks. In addition, the helpdesk helps maintain five large open computer labs located in various buildings around campus. In the Helpdesk we are always looking to improve. Whether it is the services that we can provide, upgrading equipment in the open computer labs, or helping faculty, staff and students with technology, we always aim to provide the absolute best service possible.

Support Articles: Support.UMFlint.edu
Facebook: facebook.com/UMFlint.ITSHelpdesk
Twitter: @UMFlint_ITS
Blog: blogs.umflint.edu/its
About Network Engineers

Network Engineers develop and maintain the network infrastructure on campus and remote locations across Michigan. They are responsible for establishing the networking environment and system configuration, network installations and defining, documenting and enforcing system standards across the university campus. They maintain, monitor performance and troubleshoot network problems, outages and are responsible for scheduling upgrades to the network equipment. They help secure network systems by establishing and enforcing policies as well as defining and monitoring access across the network.

Increased Network Speeds

As the fiber plant upgrade continues the campus building routers will be upgraded to 10Gb or 40Gb, depending on building needs, to allow more bandwidth to meet the ever increasing needs of our students, faculty and staff. IOT is among us and the University is planning to expand the network to provide easier access to the various devices. This will allow us to have increased security for these devices and dedicated bandwidth for their needs.

Switch Upgrades

Network Engineers continue to upgrade older switches. By upgrading this older equipment they plan to be able to provide 10Gb connectivity inside plant infrastructure. This will allow greater speeds for research and sending data sets to the main Ann Arbor campus.

Wireless Upgrades

The upgrade of both resident halls was completed in late October. These new wireless technologies allow for faster speeds, better wireless coverage and overall increased performance and security.

Eduroam Leadership

As the third higher education institution to adopt and promote the use and ease of “Eduroam” in MI, many visitors to our campus have benefited by being able to automatically connect to our campus Wi-Fi as well as benefiting UM-Flint students and staff visiting other institutions who have implemented this technology. The use is becoming even more widespread within the US and especially Michigan. Dual enrolled Mott staff and students praise the ability to automatically connect without hurdles connecting when at different institutions.
Project Highlights: Campus Google Migration

Project management continues to lead efforts to migrate campus to the UMich Google G Suite. In light of the Covid pandemic, the modern web-based capabilities and on-line collaborative tools within the UMich Google G Suite, and available to all members of the greater U of M community, are providing tremendous benefit. In the upcoming year, the project management team will lead efforts to migrate all UM-Flint campus users from on-campus data storage (H: and I: drives) to Google Drive in order to continue to advance towards a technology environment that is available anywhere at any time.

About Project Management

The ITS Project Management group works on technology projects, both within ITS and collaboratively with other campus units and individual stakeholders. Our mission is to harness the creativity and enthusiasm of the entire ITS team in order to bring just the right amount of technology needed in any project, in order to meet the stated needs. More simply, we seek to help connect all members of our campus community with technology that will truly bring benefit. In the last budget year, we have engaged in more than 20 defined projects totaling over $2 million dollars in value.
Large Construction Projects

ITS Project Management, in partnership with Facilities & Operations, UM-Ann Arbor Architecture, Engineering, and Construction (AEC), and outside architectural design firms, continues in various stages of planning and execution of the Murchie Science Building addition, The Northbank Center 6th and 7th floor renovations for the Art department, and the William S. White building renovations of areas for the College of Health Sciences and the School of Nursing.

Conference Rooms & Learning Spaces

Project Management led efforts to upgrade digital presentation and collaboration equipment in eighteen departmental conference rooms and classrooms, further augmenting the ability of our students, faculty, and staff to learn, collaborate, and lead within our campus and with other institutions. A key focus area over the past few years has been to incorporate camera and microphone technology into many of these spaces in order to promote remote collaboration.

Public Health and Safety

Project Management, working in coordination with UM-Flint Environmental Health and Safety, UM-Flint Department of Public Safety, and UM-Ann Arbor Division of Public Safety & Security, continues to assist in the efforts to identify and implement a next-generation public safety notification system. This system will integrate multiple services in order to provide students, faculty and staff from all three UM campuses timely and relevant notifications to help protect their health and safety.

Institutional Advancement

Project Management, on behalf of ITS, served on a committee formed to identify possible solutions for a Customer Relationship Management (CRM) system that would empower and drive student enrollment, student retention, and increase student engagement. Modern CRM software integrates with many other software systems on campus, so the PM team advised the committee on numerous technical points to consider during the search.
SupportPal
support.umflint.edu
The implementation and launch of SupportPal as a ticketing system replacement for desk.com was completed Fall 2019. SupportPal has offered significant cost savings and has provided ITS the ability to offer it as a service to other units on-campus at no cost.

Pass/Fail Grades
my.umflint.edu
ITS developers were able to quickly implement pass/fail grade requests for the Winter 2020 semester. Pass/fail requests were put in the existing My UM Flint system for both students to request a pass/fail grade and for the Registrar’s office to view and track requests.

Shortened Undergraduate Application
apply.umflint.edu
At the request of the Vice Chancellor of Enrollment Management, the development team completed a shortened FTIAC on-line web application. Enhancements from the previous application include: Mobile First Responsive Design - Allows for potential applicants to complete application on any device. (phone, tablet, computer, etc.). Accessibility - WCAG 2.0 (A/AA/AAA), Section 508 and similar accessibility standards and requirements were fully taken into consideration.

Streamlined Process - The application process has been simplified by combining multiple sections into one easy to use form and removal of non-essential fields.

Events Registration System
events.umflint.edu
ITS developers created an events management system for campus use. The system features:
· Credit card payments
· RSVP for events
· Online, private, and location-based events
· Promotion to My UM Flint
· Directory of campus events by department
· Group based management and events sharing

Employee Mcards
The existing student Mcard processing web application was modified to allow for employees to use the same tool.
eTranscript

ITS worked with the Registrar’s office and the National Student Clearinghouse (NSC) to set up, configure, and test the newest technology in eTranscript service. Using eTranscript, students can request a transcript at any time and institutions can download and deliver transcripts anywhere in the world in minutes. eTranscript was implemented into production January 2020.

Custom Page Builder Pages

ITS developers have started rewriting legacy custom Oracle Forms with Ellucian’s new Custom Page Builder tool. In the last year ITS developers have converted the following forms:

- **PDL** - Displays the discrepancy records from the Ann Arbor personal data load process. It allows staff to review, process, and makes notes on the records.
- **Check Writer** - Allows the Cashier’s office to populate data for student refunds
- **Web Deposit** - Allows the Cashier’s office to set dollar amounts for web deposits.

Banner 9

Personal information of Banner 9 general self-service was launched August 1. This was incorporated into my.umflint.edu and SIS for current students. This gives students one streamlined page that allows them to manage their own personal and biographical data, specifically updating their mailing address.

Student ID Creation Automation

Software Development created a process to automate the creation of local LAN and Banner accounts/records for new students based on the student creating their uniqname in Ann Arbor.
Completed Projects:

Student Account Creation

The student account creation process has been significantly reworked and improved. The time until an account is fully functional has been reduced from days to an average of 15 seconds after they create their uniqname. This rapid turnaround enables our students to immediately register for orientation, with the account often being fully provisioned before they finish their sign up process. Work is continuing to extend this improved process to incoming employees as well.

Mandatory Mailing Listservs

Systems Administration customized the Mailman 3.0 server to automatically sync large groups of people from MCommunity for mandatory UM-Flint campus email communications. They also configured and maintained internal-SMTP servers to handle outgoing mail after the shutdown of Microsoft Exchange on campus.

Server Monitoring

All Linux-based virtual machines were migrated over to the new Zabbix environment for system monitoring, climate control in server rooms, and usage statistics of critical system infrastructure.

Upcoming Projects:

Automatic, Form-Based, Virtual Server Provisioning

Under this new process, a user will fill out a form of required information. This will then automatically generate a request for sysadmin approval. At this point a custom Ansible/Terraform scripts take over the provisioning for consistent and fast turnaround.
LEADERSHIP

Angela Lawrence,
Business Administrator Associate

Dennese Bandyk,
ITS Trainer

FULL-TIME STAFF

ITS Training - Ticket Satisfaction

This Years Accomplishments

As part of the Google migration team and in collaboration, ITS-Training (Dennese Bandyk) & Google Guide & Project Management student employees (Lydia Powell & Maykala Phillips) continued to train and consult with university department admins, deans, chairs, faculty and staff to ensure that they are comfortable and productive in the G Suite for Education environment to experience a seamless transition from Microsoft Outlook to Google Gmail, Calendar & Drive. Together ITS-Training and Software Development continued to schedule and deliver campus wide Banner 9 open forum sessions.

Current Projects

Training and support for the campus wide Google Drive migration initiative and continue to transition workshops from in person to remote workshops.

About ITS-Training

If you need personalized, desk-side assistance (one-to-one), group, or departmental software training, ITS-Training can design/customize the software training that will meet your specific needs and fit it into your schedule. Materials presented efficiently and at an appropriate level and pace for those being trained. Visit the training website to register for available workshops at events.umflint.edu or contact ITS-Training to schedule a workshop via video conference. Workshops are added to the ITS Training schedule regularly.

ITS Training is available to all faculty, staff, & student workers.

Cost: Free

Questions?

Email: ddbandyk@umich.edu
Visit: events.umflint.edu
Donald Wilcox
Applications Programmer Associate
Software Development

Donald Wilcox is a software developer in the Software Development group. Donald started at the University in 2010 as a student and was hired in as a full-time employee for ITS in December of 2012. Don’s favorite part of his job is being able to work on projects that directly benefit students, faculty, and staff members.

Cleatus Henderson
Application Programmer Senior
Software Development

Cleatus provides programming expertise both internally within ITS and to external departments across campus. He is currently on his second appointment at the University of Michigan-Flint. Cleatus worked for the University from 1998 to 2001 before departing to work for Electronic Data Systems (EDS) and Hewlett Packard (HP) for approximately 9 years. He also earned his Bachelor’s degree in Computer Science from the University of Michigan-Flint. Cleatus is very happy to be back at the University and enjoys supporting the stated mission of the University.

Anthony Mills
Customer Helpdesk Supervisor
ITS-Helpdesk

Anthony originally hired into ITS in the Desktop Support Group in 2013. In June of 2015 he changed units in ITS to become the Helpdesk Coordinator. His favorite things about his job are helping customers and streamlining processes. Outside of work Anthony enjoys being outside golfing, boating, hunting and snowmobiling in the winter.

Erica Petzold
Secretary Intermediate
User Services

Erica has worked at the University since July 2008. She enjoys the people she works with and interacting with students, faculty and staff on campus. In her spare time she enjoys traveling and spending time with her family.

Angela Lawrence
Business Administrator Associate
User Services

Angela Lawrence has been with the university since 2009 and is currently one of the Administrative Staff inside of ITS. Before her current role as Business Administrator, Angela worked as an administrative assistant as well as an Accountant Intermediate. Angela’s favorite part about her job is that it is the people that she works and interacts with. Fun Fact: Angela plays on an all-boys softball team.

Cameron Hall
Customer Helpdesk Technician Associate
ITS-Helpdesk

Cameron started work at the university as a student technician for ITS. He has now moved into a full-time position in the ITS Helpdesk.

Duane McLeod
Customer Helpdesk Technician Associate
ITS-Helpdesk

Duane is a full-time employee for the ITS Helpdesk, who began his career here in February of 2018. Duane is tasked with providing a high standard of customer support for University of Michigan-Flint faculty, staff, and students. Duane has also been assigned the responsibility of creating the video quick notes for the university. Duane has also been part of the coordinated effort to review and revise all quick note and internal documentation. Duane’s favorite things about his job is the abundance of knowledge to be obtained and the friendly work environment. Duane is an outdoors-man and loves to laugh.

Dennese Bandyk
ITS Training Specialist Intermediate
ITS Training

As the ITS Inhouse trainer since 2011 for faculty, staff & student workers, Dennese is able to work with you on any university supported software program to help you achieve your learning goals efficiently and at your comfort level, in a relaxed and engaging environment. Dennese graduated from the University of Michigan-Dearborn and during her training career has worked at New Horizons Computer Learning Center, Chrysler’s Data Center and Executrain of Detroit. Dennese enjoys boating and traveling with family and friends.

Cuong Lai
Network Administrator Intermediate
Network Engineering

Lai has been working for the University of Michigan-Flint since 1996. He is responsible for configuring, modifying and deploying all the switches around the campus. His favorite part of the job includes working with new technologies and finding a way to implement them into the campus network.

Anthony originally hired into ITS in the Desktop Support Group in 2013. In June of 2015 he changed units in ITS to become the Helpdesk Coordinator. His favorite things about his job are helping customers and streamlining processes. Outside of work Anthony enjoys being outside golfing, boating, hunting and snowmobiling in the winter.

Cameron started work at the university as a student technician for ITS. He has now moved into a full-time position in the ITS Helpdesk.

Eric Trantham
Desktop Support Specialist Associate
Desktop Computer Services

Eric has worked full-time in his current position for ITS since 2014.

Fun Fact: Angela plays on an all-boys softball team.
Fun Fact: In her spare time Kelly really enjoys riding her motorcycles. Whether students, staff or faculty she likes to be able to make improvements that Kelly’s favorite part about her job is making a difference in other’s day to day work. Kelly has worked for ITS since 2008. She graduated with a Masters degree in public administration in 2017 and received her undergraduate degree in computer science since Winter 2017. His favorite part about working in ITS is working with new technologies.

Erik started at the University in 2008 working for the network team. In 2009 Erik moved to a student position in MCS and was hired full time in 2012 as an Audio Visual Technician. In 2018 Erik was promoted to Instructional Learning Intermediate. Erik’s favorite part of his job includes working with new technology and problem solving. Fun Fact: In Erik’s free time he enjoys woodworking.

Harrison joined the University of Michigan-Flint ITS department in 2005 as a member of the networking team. His favorite part of the job is implementing new technologies and engaging with the Faculty, Staff and students. Fun Fact: Harrison enjoys hiking, camping, biking and being in the great outdoors - when not travelling in the Caribbean.

Erik Taipalus has worked for ITS at UM-Flint for 19 years. In his time with ITS he has worked in the Desktop Support team, the Classroom Services team, and supervised the Network Support team for a number of years. In his current position he is the lead IT project manager and supervises the ITS Project Management team. Erik’s favorite aspects of his work with ITS is connecting people with great technology that, hopefully, actually makes their lives better. Erik is also proud to have recently completed his Master of Business Administration degree from UM-Flint.

Fun Fact: Erik owns golf clubs but, as evidenced by the annual Fac/Staff golf outing, should not be considered a golfer. Maybe next year..

Jennifer Daraiseh is a Business Process Consultant and works in the ITS Project Management team. In addition to project work, she serves on a liaison to key administrative departments across campus to partner in the development and implementation of new features and technologies integrated with the Banner system. Jennifer has worked at the University of Michigan-Flint since 1993. Holding various positions within the university, she has spent most of her time in the Information Technology Services Office, where she enjoys learning about new technologies and helping others become more efficient at their jobs. She is proud to have earned her Bachelor’s degree in Business Administration from the University of Michigan-Flint. Jennifer enjoys spending summer nights on the porch, reading, and traveling to warm destinations during the winter with her husband and two children.

Fun Fact: In her spare time Kelly really enjoys riding her motorcycles. Whether students, staff or faculty she likes to be able to make improvements that help them become more efficient.

Jennifer Daraiseh has been with the University of Michigan-Flint ITS department since 1993. She joined the UM-Flint ITS Team in 1994 and was hired in 1996 as a Desktop Computer Specialist. Jennifer obtained her Bachelor’s in Business Administration from the University of Michigan-Flint. She enjoys spending time with her two dogs and playing tennis.

Joel Howard is software developer in the Software Development group and has been with the University since Fall of 2012. He obtained his B.S. from SVSU in 2009 and completed his M.S. in 2016 at UM-Flint. In addition to working for Information Technology Services, he has also been an Adjunct Lecturer in the Department of Computer Science since Winter 2017. His favorite part about working in ITS is working with new technologies.

Joel Howard, M.S. Web Software Developer and Adjunct Lecturer in Computer Science Software Development

Harvey Sherman is currently a member of the Management Team. Harvey has worked for the university for a total of 26 years. He has worked in multiple groups including desktop services, systems operations, mediated classroom support, project management, and management. Harvey’s favorite part about his job is when students contact us after graduation to share their post-secondary education achievements. Hearing how their lives and careers have blossomed is very rewarding. It gives him great satisfaction knowing that UM-Flint and ITS have had a significant impact in their success.

Fun Fact: Harvey enjoys the outdoors and painting fishing lures in his spare time.

Harvey Sherman is the current Chair of the UM-Flint Staff-Faculty Golf Committee. The committee holds a golf outing every year to give an opportunity for Staff and Faculty of the University to spend some time outside of work together, have fun, and raise money for the UM-Flint Scholarship funds. They have currently held this outing for 25 straight years! To date they have raised thousands of dollars and have been able to help fully endow 3 separate scholarship funds for students here at UM-Flint.

Harvey is currently a member of the Management Team. Harvey has worked for the university for a total of 26 years. He has worked in multiple groups including desktop services, systems operations, mediated classroom support, project management, and management. Harvey’s favorite part about his job is when students contact us after graduation to share their post-secondary education achievements. Hearing how their lives and careers have blossomed is very rewarding. It gives him great satisfaction knowing that UM-Flint and ITS have had a significant impact in their success.

Fun Fact: Harvey enjoys the outdoors and painting fishing lures in his spare time.
### ITS Staff

**Nick Looney**  
**Instructional Learning Assistant**  
**ITS-Classroom Services**

Nick started work at ITS as a student worker for Mediated Classroom Services in 2012. Nick returned to ITS and took a full time position in 2015 working as a Audio/Visual Technician and more recently as an Instructional Learning Assistant. Nick’s favorite aspects of his job include designing for classroom systems and working one-on-one with faculty to better understand and use campus technology. Nick also acts as the head of the ITS Publicity committee and enjoys working to inform campus about our services, events, and changes. In his free time Nick enjoys biking, hiking, gardening, and working on art and design projects.

**Parker Schadeg**  
**Desktop Support Specialist Associate**  
**Desktop Computer Services**

Parker has worked full-time for ITS since 2014 starting out as a HelpDesk Technician with the ITS-Helpdesk. Currently Parker is a member of the Desktop Computer Services group.

**Steven Nofs**  
**Database Administrator Lead**  
**Systems Administration**

Steve Nofs is a Database Administrator Lead within the System Administration team. Steven provides a wide array of support for ITS from database administration, systems management and programming. Steven has been with the University for 22 years. Steven enjoys mentoring on a FIRST Robotics Team 5510 the Hybrid Hornets.

**Scott Arnst**  
**Director**  
**ERP Business Analyst Intermediate**  
**Software Development**

During Scott’s twenty-three year career he has held technical and managerial roles in the Information Technology field. In particular, he has sought to utilize his technical knowledge and skills while acting as a technology visionary and an agent of institutional change. Scott has been at UM-Flint in IT, since 2002 and has been the Director of ITS since 2005. Scott enjoys the mission of the University and the service that ITS provides to our students.

In his spare time, Scott enjoys spending time with his wife and children, camping, hunting, fishing, and being in the great outdoors.

**Scott Hoover**  
**Webmaster**  
**Project Management**

Scott has worked for ITS since 2003 starting out as a Programmer Analyst.

**Sidney Horton**  
**Desktop Support Specialist Senior**  
**Systems Administration**

Sidney has worked with ITS for over twenty years. During that time he has worked with the Systems Administration, Data Information Management, Network Systems Support, Helpdesk, Desktop Support and User Services groups. He mostly enjoys the customer service aspect of his job.

**Tim Todd**  
**Webmaster**  
**Project Management**

Tim Todd works with the ITS Project Management team, and has been with the University for 22 years, 18 as a full-time employee. Tim loves being able to work on a variety of different projects, and making a better web experience for students, faculty, and staff.

Fun Fact: Tim enjoys skiing all winter long with his family and friends.

**Phil Erlenbeck**  
**UNIX Systems Administrator Senior**  
**Systems Administration**

Phil has worked in various roles in ITS since 2003 including as our security administrator and more recently Unix administrator. Phil is a current holder of a CISSP certification and is a member of the GAC Advisory Board. Phil’s interests include automating repetitive tasks and implementing infrastructure as code on the Flint campus. Currently Phil is serving as the lead for the Systems Administrator Team with responsibilities including maintaining our LMS, Storage, Hardware, VMware, Oracle VM, Unix and various support systems. Phil’s favorite part of working for ITS is the large variety of work as well as finding solutions to problems, and continuous improvement of services and processes. Something interesting about Phil is he repairs almost everything himself, from ovens to F150s to automobiles. Phil loves to tinkers and turn lefthand parts and supplies from other projects into solutions for current ones.

**Tyler Long**  
**UNIX Systems Administrator Associate**  
**Systems Administration**

Tyler’s work history includes working for the Office of Extended Learning at their Helpdesk, the ITS Helpdesk, Desktop Support and currently as a Unix administrator.

Tyler’s favorite part of working in ITS is using technology to help provide a quality education experience for our students. The collaboration among like-minded individuals in a technology-driven environment.

Fun Fact: Tyler is a collector of old computer hardware. Such as Commodore 64, Amiga, and anything else older than him.

**Rob Kohn**  
**LAN Administrator Intermediate**  
**Network Engineering**

Rob joined the University in 2020 after working in various educational and medical environments in the Flint area for 10 years. Rob is responsible for maintaining and updating the wireless network as well as assisting with the wired network. His favorite part of IT is troubleshooting and figuring out the best solutions to complex problems to provide the best possible experience for end users.

**Tyler Long**  
**UNIX Systems Administrator Associate**  
**Systems Administration**

Tyler’s work history includes working for the Office of Extended Learning at their Helpdesk, the ITS Helpdesk, Desktop Support and currently as a Unix administrator.

Tyler’s favorite part of working in ITS is using technology to help provide a quality education experience for our students. The collaboration among like-minded individuals in a technology-driven environment.

Fun Fact: Tyler is a collector of old computer hardware. Such as Commodore 64, Amiga, and anything else older than him.
ITS STUDENT TECHNICIANS

Christian Hill
ITS Student Technician

Cody Grandy
ITS Student Technician

Corey Bandt
ITS Student Technician

Dane Salisbury
ITS Student Technician

Derek Sharkey
ITS Student Technician

Joseph Dent
ITS Student Technician

Jacob Moore
ITS Student Technician

Jacob Range
ITS Student Technician

Johnny Jia
ITS Student Technician

Katie Carver
ITS Student Technician

Lydia Powell
ITS Student Technician

Nick Crumb
ITS Student Technician

Nick Weld
ITS Student Technician

Robert Bessac
ITS Student Technician

Rhys Barrie
ITS Student Technician

Samantha Hunsinger
ITS Student Technician

2019-2020 ITS Annual Report : ITS Student Technicians