

# SalukiTECH News

## SALUKITECH AND NETWORK CONTROL CENTER TO MERGE SERVICES

**The Office of Information Technology is announcing an exciting change starting with the new year.** Effective January 4, 2016, the SalukiTech Call Center will be expanding their hours of operation to 24 hours a day, seven days a week, with the exception of University holidays and administrative closures. The most up-to-date hours of operation and contact information may always be found on SalukiTech's homepage, [salukitech.siu.edu](http://salukitech.siu.edu).

As part of this change, the SalukiTech Call Center will absorb many of the current Network Control Center responsibilities. The goal of this merger is to provide a single point of contact for all IT-related calls for SIU faculty, staff, students, retirees and alumni. The NCC will cease to function as an independent entity; however, some functions will stay with the Data Center operations area.

This will impact a wide range of customers, and OIT and SalukiTech are prepared to handle

those issues. When this change takes effect, the NCC phone number and email address will be monitored by the SalukiTech Call Center. Eventually this number and email account will be decommissioned, but they will remain in place for the short term to allow time for transition.



SalukiTech will take over many of the functions that NCC currently provides. These functions include, but may not be limited to:

- Monitoring of the campus network, while providing call-out support for Network Engineering.
- Monitoring of various Enterprise-level services/servers, while providing call-out support for the appropriate OIT staff.

- Processing of DNS, IP and data jack requests.
- Basic after-hours Data Center support/access requests.

Functions that will not be transitioned to SalukiTech include:

- Full Data Center management/support. A separate Data Center manager and staff will be retained during normal business hours.
- Monitoring of the SIS job manager (Appworx). This function will no longer be offered by OIT, and other arrangements will be made by the affected programmers and areas to adjust for this change.

Although this change will be effective immediately after the holidays, there will be some learning curves and adjustments. To lessen any potential surprises or frustration, feel free to share this information with your departmental leaders.

Any questions or concerns may be directed to either Derek Schaubert ([derekschaubert@siu.edu](mailto:derekschaubert@siu.edu)) of SalukiTech or Brian Skouby ([bskouby@siu.edu](mailto:bskouby@siu.edu)) of NCC.

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