

DSAIT SERVICES

SFAC FY 26





Mission

DSA IT Services is committed to providing reliable support and innovative technology solutions for department services, programs and resources that sustain an environment dedicated to student success.

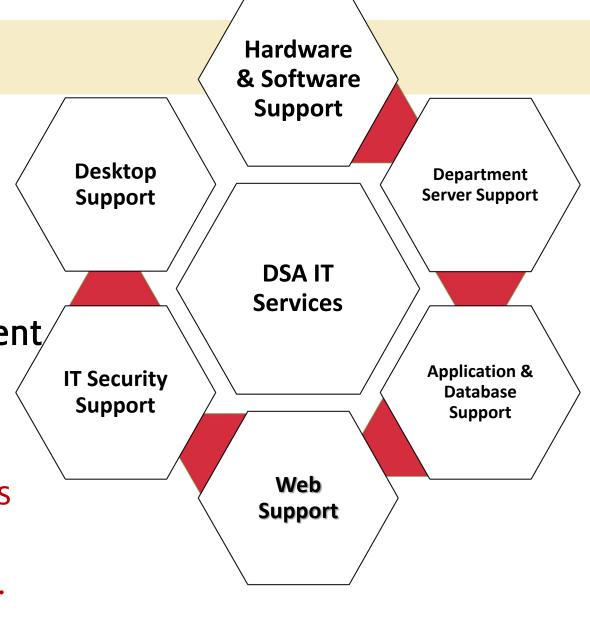
Vision

Working collaboratively, *DSA IT Services will* maintain an efficient and proactive information technology environment that provides seamless support and tier one customer service that elevates staff productivity, and services.

We provide support . . .

- 14 Department Specific Applications & Databases
- **58** Websites
- **26** Servers
- *23 DSA Departments
 - 10 University Sponsored & Affiliated Student Organizations
- **787** Computers

*Student Housing & Residential Life receives Desktop Support directly from University IT through an annual Service Level Agreement.



WELCOME HOME

Student Housing & Residential Life supports the mission of the University of Houston by fostering communities where academic success, student growth and development, diversity, and community are nurtured. Our professional staff and students lead with our values of student success, student development, customer service, and an ethic of care.

Apply

Housing Options

Rates

Service Level Agreement with Student Housing

& Residential Life

INFORMATION & RESOURCES



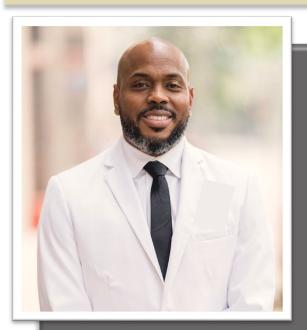








Information Resource & Technology Management







Sam Nguyen
Manager
Division Information
Services

User Services Desktop Support & Security Management



Le Nguyen
Assistant Manager
User Services Support



Giang Tran
User Services
Specialist





Website Management & Development









Development, Applications & Database Service







Obi Ani Systems Analyst



DSA Department Application Support

DSA IT staff *provides continued support to multiple specialty applications* throughout the division.

- Campus Recreation
 - Updates to Recreation Management Application
- Counseling & Psychological Services
 - Updates to Titanium



- Campus Labs (Get Involved) Upgrades/Updates
- Health Center
 - Upgrades to Pharmacy Prescription System
 - Updates to Electronic Medical Records System
- Student Centers/Campus Recreation/A.D. Bruce
 - Updates to Event Management Systems (EMS)









FY25 Additional One-time & FY 26 Base Requests

Server Administration

Through a Service Level Agreement with University IT (UIT), we receive secure monitoring of 28 DSA department servers 24/7 & 365 days

SLA UIT & Division of Student Affairs Department

Annual cost: \$156,574.00

FY25 Additional One-time & FY 26 Base Requests

FY25 Additional One-time Request

\$120,155.00 + UH Administrative Charge (6.0%): \$7,209.30 Total: \$127,364.30



FY26 Base Request

\$120,155.00 + UH Administrativ Charge (6.0%): \$7,209.30 Total: \$127,364.30





















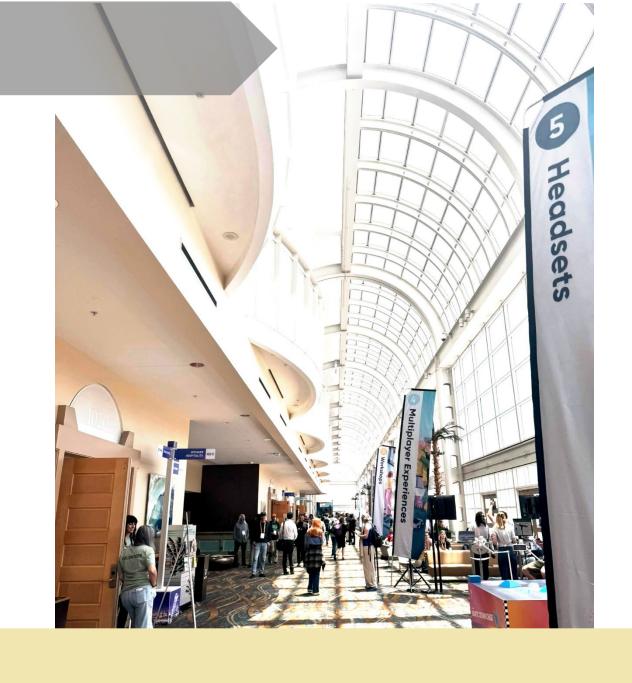
External Review Recommendation:

DSA IT should invest in professional development to gain competency in the ever-changing technical landscape.

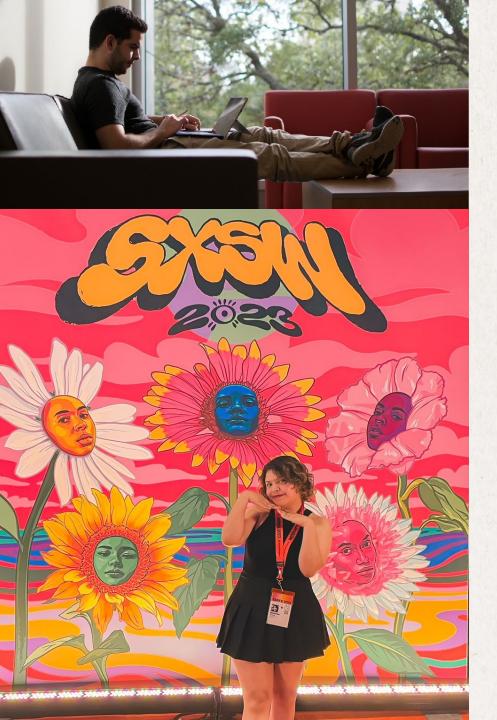
Staff Development

"I had the pleasure of meeting brilliant minds pioneering innovative technologies that focus on accessibility, user experience, and more at Augmented World Expo (AWE) 2024. I made meaningful connections, from CEOs of startups to directors at other higher education institutes, who provided me with resources and relationships that helped me further my understanding in ensuring our websites are designed with everyone in mind. Overall, AWE was incredibly beneficial for my education and development as a Web Developer."

- Irving Donaldson Web Developer DSA IT Services







THANK YOU!