Services Provided by ORIS

ORIS is a unit of OVPR and provides services in pursuit of its mission and strategic goals, specified in the ORIS Strategic Plan. It is comprised of two teams, the duties of which are described herein. The ORIS organizational structure is provided below.

ORIS supports only the administrative units of OVPR, not research units (centers and institutes) that report to OVPR and not OVPR-controlled research space (e.g., in Coverdell or Riverbend North and South), except for OVPR administrative units located there. Support of the research units may be provided, if directed by the Vice President for Research, in compliance with Service Level Agreements negotiated, developed and documented with memoranda of understanding.

ORIS carries out all functions in conjunction and compliance with standards and policies set by the Office of the Chief Information Officer (OCIO) and Enterprise Information Technology Services (EITS). ORIS applies best practices in implementation and maintenance of hardware, software and networking technologies.

Leadership Roles

ORIS Director
- Fulfills all of the administrative responsibilities required of a director
- Provides leadership to all the staff personnel reporting to the director
- Communicates with all relevant OVPR staff in a timely fashion and ensures that all ORIS staff communicate with their clients
- Coordinates the efforts of ORIS, in accordance with priorities established by the governance process, as detailed in the ORIS Governance Plan
- Serves as the Technical Project Manager for all OVPR information systems projects
- Facilitates the escalation and resolution of technical issues to the OCIO/EITS
- Seeks resources required for ORIS to perform its mission
- Serves on OVPR D&I Subcommittee
- Proactively seeks input OVPR-wide regarding services provided and opportunities for improvement
- Provides, and ensures that all ORIS staff provide, an optimal level of customer service to the OVPR administrative units

IT Manager
- Fulfills all of the administrative responsibilities required of a manager
- Provides leadership to all the staff personnel reporting to the manager
- Communicates with clients in a timely fashion
- Coordinates day-to-day operations of the System Administration and Support team (SAS)
- Serves as working member of System Administration and Support team, as required
- Escalates issues to the Application Development & Support team (ADS)
- Escalates issues to EITS
- Provides, and ensures that all ORIS staff reporting to this position provide, an optimal level of customer service to the OVPR administrative units.

ORIS Team Duties

ORIS team members are engaged members of OVPR operations. They communicate, collaborate, and consult with other team members both within their team and across teams and work closely with other OVPR staff on automated business processes and IT support. Team members understand how
desktop, servers, peripherals and applications support the major business processes of OVPR units, so that the impact of system disruptions is recognized and prioritized.

System Administration and Support Team (SAS)
- Continually evaluates current desktop and server infrastructure relative to each unit's business processes and new solutions in the marketplace, then suggests changes and/or improvements
- Maintains and improves proficiency with all applicable technologies and standards
- Establishes, maintains and improves OVPR system standards for hardware, software, security and networking
- Recommends, installs, maintains and upgrades computer systems, peripherals and software
- Documents software installation, troubleshooting procedures and data configurations for issue resolution and configuration management
- Assures that security provisions are properly installed and operational
- Supports server and network connectivity; troubleshoots network connection issues with appropriate support of Application Development and Support Team and EITS/Network Operations Center (NOC)
- Supports conference room and auditorium multimedia resources
- Maintains backup of systems and data, including offsite backup
- Assures that backup systems are effective and that backup data are restorable and usable
- Communicates with clients in a timely fashion
- Provides excellent customer service to the OVPR administrative units

Application Development and Support Team (ADS)
- Provides programming and web development support for OVPR projects
- Troubleshoots application software issues in a timely manner
- Assists OVPR units with the design of online forms; creates and deploys online forms for business operations
- Assists OVPR units with the design of training materials; creates and maintains training materials and documentation in appropriate media formats for OVPR staff and their clients
- Continually evaluates application support of business processes and unit requirements and suggests changes and/or improvements
- Maintains proficiency with applicable technologies and standards
- Maintains application installation and configuration documentation for use by other team members and other teams
- Participates in development and use of project management plans
- Reports to the OVPR D&I Subcommittee as requested to review IT-related projects, infrastructure needs and/or issues
- Communicates with clients in a timely fashion
- Provides excellent customer service to the OVPR administrative units