

Matrix for college/district technology responsibilities

SERVICE	SERVICES PROVIDED	Funding Source	Implementation	REQUEST PROCESS	FORMS REQUIRED	CONTACT
DESKTOP Support	District: Password resets, security profiles, internet, browser, etc. Colleges: Computer access					
		General fund – District	College (DO)	Email to helpdesk	Footprints ticket	helpdesk@peralta.edu or (510) 587-7800
		General fund - College	College (Laney)	Email to helpdesk	Helpdesk form	laneyhelpdesk@peralta.edu or (510) 986-6972
		General fund - College	College (Merritt)	Email to helpdesk	N/A	merrittit@peralta.edu or (510) 436-2433
		General fund – College	College (BCC)	Email to helpdesk	N/A	BCC-IT@peralta.edu or (510) 981-2844 - Room 356 BCC Audio-Visual (for local audio and video issues): bcc-av@peralta.edu or (510) 981-2873
		General fund - College	College (COA)	Email to helpdesk	N/A	coahelpdesk@peralta.edu or (510)748-2180
MAINFRAME Support	Student Financial Aid & Trust Accounts	General fund – District	District	Email to helpdesk	Footprints ticket	helpdesk@peralta.edu or (510)587-7800
Facilities Support (Maintstar)	Facilities ticketing system, building infrastructure, etc.	General fund – District General Services	District	Phone General Services	Maintstar	(510) 466-7341
PEOPLESOFT Support (PASSPORT & PROMPT)	Portal/system, navigation, access, authorization, security roles, etc.	General fund – District	District	Email to helpdesk	Footprints ticket	helpdesk@peralta.edu or (510) 587-7800
IT NETWORK (LAN/WAN)	District: Core Router to Edge switch Colleges: Edge switch to building MDF/IDF/POE Note: District IT assist in all LAN issues upon request	Note: For instructional versus administration LAN issues see Computer use Guidelines				
District		General fund - District	College/District	Email to helpdesk	N/A	helpdesk@peralta.edu or (510) 587-7800
BCC		General fund - College	College/District	Email to helpdesk	N/A	bccit@peralta.edu
Laney		General fund - College	College/District	Email to helpdesk	Helpdesk Form	laneyhelpdesk@peralta.edu or 510-986-6972
COA		General fund - College	College/District	Email to helpdesk	N/A	coahelpdesk@peralta.edu or (510)748-2180
Merritt		General fund – College	College/District	Email to helpdesk	N/A	merrittit@peralta.edu or (510) 436-2433
IT Network LAN/WAN Services Provided: Wired, Wireless, and Remote Access (VPN)						
WEBSITE						
District	District Webmaster (changes to www.peralta.edu)	General Service – District Ed Services	District	Phone Educational Services	N/A	(510) 466-7272
BCC	berkeleycitycollege.edu	General fund – BCC	College (BCC)	Email to helpdesk	N/A	support@eberkeley.org or (510) 981-2883
Laney	laney.edu	General fund - Laney	College (Laney)	Email to helpdesk	Helpdesk form	laneyhelpdesk@peralta.edu or (510) 986-6972
COA	alameda.peralta.edu	General fund – COA	College (COA)	Email to helpdesk	N/A	Shane williams at swilliams@peralta.edu
Merritt	merit.edu	General fund – Merritt	College (Merritt)	Email to helpdesk	N/A	
DISTANT EDUCATION Support	Moodle, password resets, instructor shells, etc.	General fund – District	District (District)	Email to online@peralta.edu	N/A	online@peralta.edu
Admission & Records (District Educational Services)	Student Success and Support Program, Assessment, Orientation, Enrollment, Admission, Grades/Rosters, Financial Aid, Graduation, Transfer, Transcript	General fund	District (District)	Phone Admission & Records	N/A	District: (510) 981-2805 or (510) 466-7368 BCC: (510) 748-2228 Laney: (510) 464-3121 COA: (510) 748-2228 Merritt: (510) (510) 436-2487
SARS – CALL, GRID, TRACK						
District	Server/Storage	General fund – District	District (District)	Email to helpdesk	Footprint ticket	helpdesk@peralta.edu or (510) 587-7800
BCC	Design, Maintenance	General fund - College	College (BCC)	Email to helpdesk	N/A	BCC-IT@peralta.edu or (510) 981-2844 - Room 356
Laney	Design, Maintenance	General fund - College	College (Laney)	Email to helpdesk	Helpdesk form	laneyhelpdesk@peralta.edu
COA	Design, Maintenance	General fund - College	College (COA)	Email to helpdesk	N/A	coahelpdesk@peralta.edu or (510)748-2180

Merritt	Design, Maintenance	General fund - College	College (Merritt)	Email to helpdesk	N/A	merrittit@peralta.edu or (510) 436-2433
Educational Services	Curriculum, Scheduling, Catalogue, Research, Business Intelligence (BI)	General fund – District	District (District)	Phone Educational Services	Contact Mike Orkin	(510) 466-7272
IT STRATEGY PROJECTS						
District IT	Software, Programming, etc.	Measure E – District	District (District)	Email to helpdesk	Footprint Ticket	helpdesk@peralta.edu or (510) 587-7800
BCC IT	Infrastructure	Measure A, E – College	College (BCC)	Email	N/A	BCC-IT@peralta.edu or (510) 981-2844 - Room 356
Laney IT	Infrastructure	Measure A, E - College	College (Laney)	Email to Antoine Mehouelley	Email	amehouelley@peralta.edu
Merritt IT	Infrastructure	Measure A, E - College	College (Merritt)	Email	N/A	merrittit@peralta.edu or (510) 436-2433
COA IT	Infrastructure	Measure A, E - College	College (COA)	Email	N/A	coahelpdesk@peralta.edu or (510)748-2180
Security Camera	Operation, Maintenance	Measure A – District	District (GS & IT)	Email to helpdesk	Email	helpdesk@peralta.edu or (510) 587-7800 or

