

**From:** Dr. Mandayam A. Srinivas [masrinivas@csupomona.edu]  
**Sent:** Friday, July 30, 2010 12:21 PM  
**To:** sci\_staff@csupomona.edu; sci\_faculty@csupomona.edu  
**Cc:** Dr. Barbara A. Hacker  
**Subject:** Science IT Support Changes

College of Science faculty and staff,

Based on a pilot conducted in 2009-10 with Collins and CEIS, the leadership of the divisions of Academic Affairs and Instruction and Information Technology (I&IT) have decided to centralize a specific set of technical support functions for other colleges as well.

Starting Monday August 2, all College of Science desktop and laptop support and computer laboratory support will be transitioned to I&IT. College IT technicians Brent Norum and Carlos Miranda will be transferred to I&IT as part of this plan.

We should start relying on I&IT for all our service needs in these areas. You have several options: you can call the I&IT Help Desk at x6776 (off campus 909-869-6776), you can go in-person to Building 1-100, or you can fill out a simple help request form at <http://helpdesk.csupomona.edu/>

Please contact Dean's office staff if we can help you with this transition.

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