

ESF-2: Information Technologies

PURPOSE

ESF-2: Information Technologies coordinates the provision of information technology (IT) related services including voice and data networks and computing services and applications (web and data servers, e-mail service, administrative and academic applications and services).

CONCEPT OF OPERATIONS

Coordinating Unit: Cornell University Information Technologies

Cornell Information Technologies (CIT) has primary responsibility for central information technology related services for the Cornell campus. CIT may engage other college, division, or department IT support providers or outside vendors to assist them in delivery of ESF-2 related services.

This ESF supports but does not replace CIT Continuity of Operations Plans (COOP) and other service recovery plans for CIT's portfolio of services. This ESF may support temporary IT needs to support emergency operations and localized continuity and recovery operations or support campus continuity IT needs during a campus or regional IT outage.

ESF ACTIONS

Cornell Information Technology

- Services to troubleshoot, restore, reconfigure, or provide access to or additional capacity for:
 - Communication media including wired, wireless, and telephony networks
 - E-mail services including e-mail, bulk mail, e-mail lists, and shared group e-mail accounts
 - Web and video conferencing services
 - Video to web live streaming services and video-on-demand hosting services
 - Web blogs
 - Online web surveys
 - Online collaboration spaces and wikis
 - Web site design, creation, production, hosting, administration and horizontal scaling for high volume sites
 - Digital signage
 - Central administrative and academic systems
 - File and data storage and sharing services
 - Digital identity management including net-ID, password, and Active Directory services
 - Restoration and recovery of centrally backed up data
 - Calendaring services
 - Printing services
 - Software acquisition and licensing

- News and entertainment television service via data network
- Desktop computer system support including installation, configuration, and troubleshooting
- Technical support, resources, and personnel to provide:
 - Desktop support
 - Communication infrastructure consulting and design
 - IT security consulting and incident response
 - Server, application, and database administration
 - Video production
 - Audio and video consultation and equipment recommendation
 - IT communications services (technical writing)
 - IT training services
- Access to IT resources including:
 - Emergency communications kits
 - Temporary phone banks
 - Public computing labs and training laptop computer caches
 - IT system and network hardware and supplies
- Inventory of IT vendors and their capabilities

Center for Teaching Innovation

- IT system and network hardware and Services to troubleshoot, restore, reconfigure, or provide access to or additional capacity for:
 - Instructional technologies including portable equipment, course management software, and classroom
- Technical support, resources, and personnel to provide:
 - Instructional technologies support