Department Organization

IT is comprised of five service areas. Each service area is led by a member of the Senior IT Leadership Team.

Click on the collapsible panel to open and close it.

Application Development and Support

Led by Gary Dexter

The purpose of the Application Development & Support group is to build, integrate, enhance, maintain and support customer applications whether developed by the Agency or purchased as commercial off-the-shelf (COTS) applications.

Service Delivery Areas

The activities of the Application Development and Support group fall into the following areas:

• Defining, designing and implementing, data loads, and enhancing applications

• Application administration and monitoring

- Code / Object migrations, bug fixes, performance assessments

- Providing support services for applications such as problem analysis and resolution

Data Center Operations

Led by Jon Saul

The purpose of Data Center Operations Group is to centrally manage the agency's server, storage, telecommunications and security systems and includes the critical systems vital to the execution of daily operations.

The effective selection, implementation, security and management of the agency's hardware platforms are critical in attaining a high level of staff productivity, cost-effective service delivery, efficient business processes and a return on the agency's technology investment.

Agency departments rely on this hardware for all its business processes and the Data Center Operations group provides the foundation for all information technology resources at MTS.

Service Delivery Areas

The activities of the Data Center Operations group fall into the following areas:

 • Hardware Review and Assessment Services includes the review and assessment of all new hardware acquisitions to ensure that the system complies with the agency's standards.

 • Server Services includes server administration and management, testing, patch management, anti-virus monitoring and operating system upgrades.

 • Backup & Recovery Services includes the ability to backup all agency data, server and application data and databases in such a manner that any subsequent loss of data can be recovered through the initiation of a request.

 • Storage Administration Services includes configuration and management of the storage area network (SAN) and other storage systems and the system backup processes.

 • Data Center Administration Services includes ensuring all processes that guarantee enough power is supplied to the data center facility and the cooling system is operational.

 • Security includes ensuring that processes, tools and technologies needed to ensure physical and logical security in the data center locations and to servers on the network are in place.

 • Printer and Multi-Function Device (MFD) Administration Services includes all activities required to keep all MFD's operational.

 • Project management services necessitated by the group's other activities.

Enterprise Business Solutions

Led by Robert Borowski

The purpose of the Enterprise Business Solutions Group is to develop integrated solutions to provide operational and real-time information to the agency and the public and to create and disseminate business reports, notably including Key Performance Indicator (KPI) reports.

Enterprise solutions are one of the most critical technology services at MTS and the effective selection, development, implementation and management of the agency's enterprise solutions are critical in attaining a high level of staff productivity, cost-effective service delivery, efficient business processes and a return on the agency's technology investment.

Agency departments, regional partners and the public rely on these solutions for specific business processes such as Next Train Arrival, Key Performance Indicator (KPI) reports, operational reports, database administration. These solutions are either created by MTS to solve a unique business problem, maybe Commercial Off-the-Shelf (COTS) application, maybe a proprietary solution from a 3rd party, or a combination.

Service Delivery Areas

The activities of the Enterprise Business Solutions group fall into the following areas:

 • Hardware Review and Assessment Services includes the review and assessment of all new hardware acquisitions to ensure that the system complies with the agency's standards.

 • Database Administration Services includes the configuration, management and upgrade of the agency's standard databases, which are Oracle and Microsoft SQL database systems.

 • GIS Products and Services include development and maintenance of GIS data, tools and models and support for spatial and web applications. GIS products include the development of GIS tools and web-based applications and geo-processing models and customized spatial data for computer applications. GIS services include generation and updating of data layers, building and maintenance of geo-processing models, custom map products and authoring of metadata and other documentation.

 • Researching COTS hardware and software solutions to meet business requirements and procuring when appropriate.

 • Designing, Developing, Testing, Deploying and Supporting hardware and software solutions when necessary.

 • Economies of Scale Services includes leveraging prior enterprise class solutions in the support of expanding and providing additional operational solutions to create efficiencies.

 • Project management services necessitated by the group's other activities.

Network Operations

Led by Ernesto Garcia

The purpose of the Network Operations Group is to keep the agency's networks working efficiently to share resources and includes all services to provide and maintain the agency's network infrastructure which supports the Corporate, Centralized Train Control (CTC) and Fare networks.

The effective selection, implementation, security and management of the agency's network infrastructure is critical in attaining a high level of staff productivity, cost-effective service delivery, efficient business processes and a return on the agency's technology investment.

Agency departments rely on this infrastructure for all its business processes and the Network Operations group provides the foundation for all information technology resources at MTS.

Service Delivery Areas

The Network Operations Group is focused on:

- Hardware Review and Assessment Services includes the review and assessment of all new hardware acquisitions to ensure that the system complies with the agency's standards.
- Network Operations supports installing, maintaining, monitoring and patching of all Cisco switches and routers.
- Telecommunications Services supports all the connectivity needs of the agency including fiber, APN, point to point, T1 and cellular.
- Wireless Services includes ensuring the multiple wireless networks at MTS including employee, vendor and guest access and the wireless upload of data and video from buses and trolleys.
- Network Security Services includes network security and firewall configuration including intrusion prevention and intrusion detection through monitoring of the agency's network traffic.
- Remote Network Access Services include the provision and administration of secure remote access for MTS employees and vendors utilizing the virtual private network (VPN).
- Project management services necessitated by the group's other activities.

Service Desk

Led by Gary Dexter

The Service Desk is staffed during regular business hours Monday through Friday, from 7:00 a.m to 5:00 p.m. Please click the link to create a service request:

http://intranet/departments/information-technology/contact-us

The purpose of the Service Desk is to provide a centralized point of contact to make it easier for customers to make technology related requests. The Service Desk reduces operational costs and improves efficiency. The computer support specialists coordinate and resolve incidents quickly over the telephone and through email, remote desktop assistance and in-person.

The Service Desk is typically the initial point of contact for all staff experiencing technical difficulties. If the Service Desk is unable to resolve the issues, the Service Desk may escalate to the next tier of technical support and/or collaborate with other IT staff.

Agency departments rely on the Service Desk for the resolution of all technology issues related to the equipment assigned to staff at MTS and the efficient resolution of these issues through the Service Desk group is a gauge of the effectiveness of service delivery for all information technology resources at MTS.

The Service Desk group is responsible for fulfilling the information and service needs of the agency by providing support services in the day to day use of technology within the agency. The effective management of work orders relating to incidents and requests is critical in attaining a high level of staff productivity, cost-effective service delivery, efficient business processes and a return on the agency's technology investment.

Service Delivery Areas

The Service Desk group provides support in six primary areas that are described below:

- Hardware Deployment Services includes the staging and deployment of desktops, laptops, printer and peripheral equipment for MTS customers.
- Moves/Adds/Changes Services includes managing the moves/adds/changes within the agency related to office moves, equipment or staffing relocations.
- Software Services includes installing, configuring and troubleshooting desktop applications across the enterprise.
- Escalation Services includes escalation of work order if the Service Desk technicians cannot resolve the incident.
- Project Services includes special projects such as major upgrades to operating system and desktop applications.
- After-Hours Support includes providing access to IT Staff for after-hours support for critical systems.

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