

**From:** [Office of the CIO](#)  
**To:** [ITS All Staff](#)  
**Cc:** [Altarriba, Jeanette](#); [Gaffney, Elizabeth J](#); [Strother, Helen M](#); [Bryan, Mark E](#); [Farrell, Paul J](#); [Huffy, David P](#); [Cowie, Adam](#)  
**Subject:** CAS Computing - ITS Merge and Transition  
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## INFORMATION TECHNOLOGY SERVICES

UNIVERSITY AT ALBANY State University of New York

Colleagues,

I'm writing to let you know that effective Friday, October 1, 2021, CAS Computing will merge with ITS.

As many of you know, CAS Computing has provided IT support to the College for over two decades. For the past several years, our organizations have worked together closely, with ITS taking increasing responsibility for enterprise technologies, freeing up CAS Computing to focus on targeted services and support for College faculty and staff. The integrated organization will benefit from our collective knowledge while yielding many other advantages:

- A single point of contact via the ITS Service Desk eliminates confusion over who handles requests.
- A consistent end-user technology experience, especially in conference rooms and classrooms.
- Greater transparency about the state of information security across the campus.
- An efficient, effective use of personnel and budgetary resources.

While the cutover isn't until October 1, the transition is already underway. Much like our integration with the School of Business last year, there are numerous details and it will take time for all of them to be addressed. In the coming weeks, you can expect periodic updates with more information as plans are finalized.

One certainty is that all CAS Computing staff will be integrated and co-located with ITS. Their assignments and anticipated locations are as follows:

- Helen Strother will take on the role of Manager, Desktop and Mobile Computing, reporting to Debora Cheney. She will supervise the Endpoint Management Group, which currently includes Dennis Fung, Brent Gibson and Jim Yetto. She will reside in ITS 118.

- Mark Bryan, Paul Farrell and Dave Huffy will be members of the Field Support Group, reporting to Kyle Pulliam. They will relocate to cubes in LC-SB 31.
- Adam Cowie will be joining the Endpoint Management Group and continue reporting to Helen Strother. He will occupy a cube in ITB 102J.
- Xiaonong Zhang retired from the University on August 16, 2021. We are searching for a Research Technology Analyst to fill this vacancy.

This integration represents a significant milestone in consolidating technology services for the campus community. CAS Computing brings unique knowledge and expertise in supporting the academic needs of the Arts and Sciences that ITS will learn from. Similarly, CAS Computing staff will benefit from ITS' delivery of enterprise-wide services and broader perspective, along with the depth, breadth and diversity that comes with working in a larger organization. Collectively, our wisdom is greater than the sum of our parts and will enhance the services we provide to the campus community.

Please join me in welcoming CAS Computing staff to ITS.

Brian Heaton  
Chief Information Officer  
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