Network Operations:

- **HELPDESK SUPPORT**
  - Computer support, login problems, phone issues, user accounts and access permissions
- **SOFTWARE - PURCHASING & MANAGEMENT**
  - Responsible for purchasing, licensing and accounting of ALL software used at WSBA
- **EQUIPMENT - ACQUISITION & SUPPORT**
  - Responsible for budgeting and inventory of ALL technical equipment
- **TECHNICAL SERVICES – AVAILABILITY & SECURITY**
  - WSBA Network (On Premise and Cloud)
  - WSBA Websites
  - Internet Services
  - Telephone Services

Application Development:

Full application development cycle:

- **CULTIVATE IDEAS/CONCEPTS**
  - Court rules require new program or changes in existing program
  - Identify a business delivery improvement
  - Add new features to existing applications.
- **PLAN**
  - IT works with department’s subject matter experts to understand requirements
  - Concept presented through budget process to identify costs, resources and priority
  - Obtain approval of Executive Team
- **DELIVER**
  - New application, system or process
  - Enhancements to existing applications
  - Collaborative development/delivery process with department

Support of the Following Applications:

- Personify, which includes: MyWSBA, Lawyer Directory, CLE Store
- Mandatory Continued Learning Education
- On-Line Admissions
- Grievance System (GILDA/Litify)
- Advisory Opinions
- Licensing
- Microsoft365 Applications and Tools