



Florida Agricultural and Mechanical University

COLLEGE OF LAW

Excellence With Caring

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Members of the Entering Class:

I want to express our sincere and warm welcome to the FAMU College of Law from the Information Technology team. Our aim is to provide excellent services and resources to help you achieve your goals through the intelligent use of technology. Our department oversees classroom technology, network infrastructure, computer labs, phone systems, web servers, client workstations and everything in-between. We are a service oriented support team- As such, we are committed to providing quality customer service and continually evaluate ourselves to foster improvement. If you have needs, comments, suggestions or even complaints related to information technology, please do not hesitate to contact our office or me personally. Below, I have listed important links and contact information to get you started.

Sincerely,

Shashi Persaud, Director of Administrative Services

College of Law Help Desk Tickets: <http://law.famu.edu/support>

Links for Office 365, Antivirus, mobile email, etc: <http://its.famu.edu>

Erica Polite (Help Desk):	407-254-3270	erica.polite@fam.u.edu
Thomas Moore (Computer Support):	407-254-4012	thomas.moore@fam.u.edu
Brian Howard (Computer Support):	407-254-4039	brian.howard@fam.u.edu
Maria Garcia (Comp Support Evening):	407-254-2469	maria.garcia-alcala@fam.u.edu
Shashi Persaud (Director):	407-254-3275	shashi.persaud@fam.u.edu