



## Digital Tools for Sharing Knowledge

The Computer Services Area is an essential part of CISAN's operations in different spheres: security, communication, research, dissemination, training, advisory services, and ongoing technological development. Here is the work experience of the area's participants, who help users solve problems with their computers, mobile devices, and servers, ensuring that CISAN members can do their work more effectively.

The area has evolved enormously in the last 15 years. In the beginning, the only equipment was a small server that hosted the web site and another for the library system. The computers used Linux operating system, and the staff was just adapting to using it. The use of technology and the computers themselves was very basic. The networking equipment was already several years old, and the Internet was very slow. Little by little, people began to pay attention to technological requirements, and the personnel was giving training courses.

The work load expanded more and more as time went on at CISAN. We acquired servers to host the new web services like the sites for the CISAN itself and another for

the Rosa Cusminsky Library. To disseminate knowledge through the Internet, new web pages were created for our academic publications, *Voices of Mexico* and *Norteamérica*, as well as the MiCISAN institutional repository. Down through the years, these services have migrated little by little to more advanced platforms.

Another of the area's jobs has been to facilitate academic communication through the use of different platforms like videoconferences and online courses, such as the Continuing Professional Development Diploma Course on the United States, Mexico, and Canada, with its international and regional dimensions. In this sense, advisory services not only allow the researchers to develop web pages and blogs for their research projects, but also to communicate and participate in meetings through video conference calls with their peers in other parts of the world.

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Other activities include uploading new contents to the CISAN's web site, managing the YouTube channel to upload videos of academic events, and sharing responsibility for incorporating content onto the center's social networking accounts like Facebook and Twitter. The continual updating of servers, software, and computing equipment has allowed us to disseminate research findings. For several years now, the CISAN has been active on social media; little by little, the work done by CISAN academics has been disseminated through different shorts, banners, and images on Facebook, YouTube, and Twitter.

Another of this area's important jobs is to guarantee the preservation of knowledge in virtual servers; for that purpose, small apps have been developed for the follow-up and control of the events the center organizes.

The Computer Services Area also not only guarantees security for physical assets: another part of its work focuses on controlling access to the center and to the video surveillance system, to guarantee the personnel's physical security and maintenance of its telecommunications infrastructure.

In all, the Computer Services Area carries out different activities to contribute to making the CISAN visible in the digital world, and day after day, each of this area's members make enormous efforts to ensure that. Undoubtedly, much still remains to be done; challenges exist not only regarding technology, but also with regard to our university's guidelines and policies. Our challenge as computer science professionals is to prevent technological lags and adapt to the needs of the information society. **MM**

**Esmeralda Martínez Montes** has a master's degree in information technology management. She has worked at the CISAN for the last five years carrying out different activities, among them as webmaster for the magazine *Voices of Mexico*, where digital copies of issues 26 to 108 can be consulted. She is also in charge of programming and designing the web site for the REDAN North Americanists Network and the web site for the First Bi-annual Congress of North American Studies "Are We a Region?"

**Samuel Martínez Espinoza.** After almost nine years at the CISAN, Samuel is the main contact for comprehensive IT technical support. He carries out computer equipment maintenance to facilitate its use by researchers and training in how to use the equipment and incorporate new tools into their educational kits. He is also responsible for maintenance and follow-up for the systems provided by the university itself, such as the Institutional Financial Registry System (SIRF), which keeps track of expenditures and financial movements, thus contributing to internal control of the center's finances.

**Miriam Esther Olguín Hernández** has a master's degree in business leadership and a doctorate in educational technology. She came on board at the CISAN 13 years ago to work in the Computer Services Area after completing her bachelor's degree in computer science. Today, in addition to managing social media and the CISAN web site, she collaborates in regular updates of the page created for the Binational Emerging Actors in Human Security Seminar.

**Marcela Osnaya Ortega.** Her job focuses on data management. She collaborates directly with CISAN researchers in their research and preparing their presentations by designing data bases, statistical tables, and presentations, particularly with regard to migration and the labor markets for migrants in Canada, the United States, and Mexico, and to energy security. Her activities focus on designing tables and graphs, as well as keeping certain frequently-used data updated.