The IT Service Catalog provides a list of Information Technology services provided to students, faculty, and staff at UH Sugar Land.
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General Overview

The IT Service Catalog provides a list of information technology services provided to students, faculty, and staff at UH Sugar Land. It consists of:

1. a brief description of the service,
2. the service level,
3. maintenance windows
4. charge for the service, and,
5. the IT group(s) responsible for supporting the service

Definitions

- **IT** – University of Houston at Sugar Land, Information Technology Department. IT is the Information Technology group that provides and supports IT services for UH Sugar Land. The term “IT” in this catalog specifically refers to the UH Sugar Land IT Department.

- **COMPUTING & TELECOM SERVICES** – Group within IT that is responsible for all technology services that are utilized by an end user. This includes computers, printers, peripherals, software, unified communication services (Lync or Skype for Business), local POTS service (Plain Old Telephone Service), wireless Hotspots, LCD and LED projectors & monitors, AV control systems, and videoconferencing equipment.

- **NETWORK & INFORMATION SECURITY SERVICES** – Group within IT that is responsible for all network centric technology services. This includes network servers, routers, switches, peripheral hardware, software, and information security risk management.

- **MINIMUM SERVICE LEVEL** – The minimum guaranteed time a service will be available for users. Usually expressed as a percentage of the operational hours of a service. (e.g., hours of operation are 10 hours a day with 99% “uptime” service level = 9 hours, 54 minutes of guaranteed availability.) May also be expressed as an availability of support staff, based on a service’s required knowledge or skills.

- **MAINTENANCE WINDOW** – period of time designated in advance, during which preventive maintenance that could cause disruption of service may be performed.

- **SERVICE SUPPORT** – The IT response level for handling service interruptions. The response level is categorized as Level 1, Level 2, or Level 3 and identifies the group(s) responsible for providing support at that level.
LEVEL 1 – The initial response level when service interruptions occur. Level 1 service provides basic support and troubleshooting.

LEVEL 2 – An intermediate response level after Level 1, when service interruptions occur and are not resolved by Level 1 staff. Level 2 service provides resource specific support that Level 1 providers cannot handle or are not authorized to handle.

LEVEL 3 – The highest response level when service interruptions occur and are not resolved by Level 1 or Level 2 staff. Level 3 service provides the most experienced support to complex issues that Level 1 and Level 2 providers cannot handle or are not authorized to handle.

CAMPUS STAFF – Staff at UH Sugar Land that operate and maintain services for the campus. Departments includes Facilities Operations, Campus Support Services, Information Technology, Safety & Security, Development & Community Outreach, and Administration.

UH UIT – University of Houston, University Information Technology. UH UIT is the central Information Technology group for the University of Houston that provides and supports core services for UH Sugar Land.

SLA – Service Level Agreement. A Service Level Agreement is a written agreement between IT and a service user or customer on the types of service that will be provided. An SLA identifies the scope and quality of the service provided and the responsibilities of both the service provider (IT) and the service user or customer.

MAPP – Refers to the University of Houston’s Manual of Administrative Policies & Procedures. MAPP’s are UH’s policies and procedures for administrative and business operations. The UH MAPP’s can be found at www.uh.edu/mapp.

CORE SERVICE – Consists of infrastructure services that are provided by UH UIT for the University of Houston and its off campus locations. It includes network availability & support, e-mail and calendaring, web services, IT security, etc.

CAMPUS SERVICE – Consists of services that are provided by IT for the campus staff or for all users at UH Sugar Land. It includes desktop computing, computer labs, videoconferencing, general classroom AV, etc.

CAMPUS SERVICE SPECIFIC TO A PROGRAM OR FUNCTION – Consists of services that are provided by a UH college, division, or department for their specific users at UH Sugar Land. It includes staff and faculty computers, specialized computer labs and software, hosted servers, simulation rooms, specialized AV resources, etc.

IT SERVICE DESK – Single point of contact for students, faculty, and staff that use UH Sugar Land technology resources.
Types of Service

There are 3 general types of services at UH Sugar Land:

- Core Services
- Campus Services
- Campus Services Specific To A Program Or Function

Some of these services are provided solely by IT, while others are provided by UH UIT, or a UH college, division, or department.

Responsibility for a service’s support is determined by:

1. the type of service,
2. who provides it, and,
3. who uses it

A service’s support may also be shared between IT, UH UIT, and a UH college, division, or department. This shared support is negotiated through a Service Level Agreement (SLA) with IT.

NOTE: “Campus Services Specific to a Program or Function” are provided by a UH college, division, or department, and are not listed in this IT Service Catalog. For a description of those services, service levels, maintenance windows, charges, or responsible support groups, contact the Information Technology group in the specific college, division, or department.
Service Name: Desktop Computing

Type of Service: Campus Service

Description of Service: IT provides a standardized hardware and software platform for the computing needs of the campus staff, “come and go” faculty areas, and general classrooms.

This service includes:

- the specification, purchase, and installation of the platform,
- maintenance and repair of the computer hardware and affiliated peripherals,
- technical support for the operating system and authorized software package,
- controlled releases of security patches and antivirus updates, and,
- retiring and refreshing the platform on a standardized schedule

Minimum Service Level: Operational uptime is 99%.

Maintenance Window: The maintenance window occurs each week on:

- Tuesdays (“come and go” faculty areas),
- Wednesdays (campus staff), and,
- Thursdays (general classrooms)

All patching and updates are automated and occur after operational hours. The process does not create a disruption to service. Special maintenance windows for emergency security updates and installations of new hardware or software are scheduled with the end user.

Charges: None

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services
- Level 3: Vendor
**Service Name:** Computer Labs

**Type of Service:** Campus Service

**Description of Service:** IT provides general (open) and specialized (instructional) computer labs for academic computing needs.

This service includes:

- the specification, purchase, and installation of the computer platform,
- maintenance and repair of the computer hardware and affiliated peripherals,
- technical support for the operating system and authorized software package,
- controlled releases of security patches and antivirus updates, and,
- retiring and refreshing the platform on a standardized schedule

The open computer lab is always available for students during operational hours. Hours are posted at the entry to the open computer lab. Instructional computer labs are available for scheduled classes and can be scheduled for special use by faculty. (See “Resource Scheduling” service.)

The open computer lab contains printing and scanning services, while the instructional computer labs contain printing, scanning, and other services which can also be customized for program needs.

**Minimum Service Level:** Operational uptime is 99%.

**Maintenance Windows:** The maintenance window occurs each week on:

- Mondays (open computer lab),
- Tuesdays and Thursdays (instructional computer labs)

All patching and updates are automated and occur after operational hours. The process does not create a disruption to service. Special maintenance windows for emergency security updates and installations of new hardware or software are scheduled with the end user.

**Charges:** None, if used with the academic program. If used with non-UH events, technology charges are assessed by the Auxiliary Services group.
Service Support:

- **Level 1**: Computing & Telecom Services
- **Level 2**: Computing & Telecom Services
- **Level 3**: Vendor
Service Name: Mobile Computing

Type of Service: Campus Service

Description of Service: IT provides mobile computing services for campus staff use and special events.

This service includes:

- the specification, purchase, and installation of the laptop and tablet platforms,
- maintenance and repair of the laptop and tablet hardware and affiliated peripherals,
- technical support for the operating system and authorized software package,
- controlled releases of security patches and antivirus updates, and,
- retiring and refreshing the platform on a standardized schedule

Mobile computing services consist of laptop computers and tablet devices with affiliated power adaptors, mice (for laptops), and other peripherals.

Laptops for campus staff use are secured in the user’s work area. Some users are authorized to take the laptops off-campus and must follow IT policies and UH Property Management policies for off-campus use.

Tablet devices for campus staff require the end user to secure the tablet according to the IT Tablet Computing Device Use and Support Policy. The tablet device is the responsibility of the individual to whom it is assigned.

Laptops for special events are secured in carrying cases, which are tagged and labeled. Securing the laptops is the responsibility of IT and they are secured in designated areas.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for laptops for special events occurs each week on Saturdays.

The maintenance window for laptops for campus staff use occurs during the maintenance window for campus staff under the “Desktop Computing” service list, unless the device is off-campus. If the device is off-campus during a maintenance window, patching and updating for the device will occur when it is back on campus during the next regular maintenance window. The device may also be configured to do required patching and updating over an off-campus Internet connection.
All patching and updates for tablet devices are automated and occur when the tablet device vendor pushes out the update. Since IT does not have control over the vendor’s update schedule, it is possible that it will occur during operational hours and may create a disruption to service.

**Charges:** None, if used with UH end users. If used with non-UH special events, technology charges are assessed by the Auxiliary Services group.

**Service Support:**

- **Level 1:** Computing & Telecom Services
- **Level 2:** Computing & Telecom Services
- **Level 3:** Vendor
Service Name: IT Service Desk

Type of Service: Campus Service

Description of Service: IT provides an IT Service Desk, which is the single point of contact for students, faculty, and staff who use UH Sugar Land technology resources.

The IT Service Desk handles:

- incident management,
- service requests,
- lifecycle management of hardware and software, and,
- the coordination of information between technology users and the IT staff

The IT Service Desk is located on the third floor of the George Building in Room 304 (AMG 304).

An IT Online Service Desk is also available to complete work tickets and service requests, as well as provide other IT resources. The web address is https://slsupport.uh.edu. Work tickets and service requests can also be sent by e-mail to slticket@uh.edu.

The IT Service Desk can be contacted in person (AMG 304), by e-mail (sltech@uh.edu), and by phone at the Service Line (832-842-2999).

Minimum Service Level: Operational uptime is 99%.

Major incidents occurring during the operations schedule may create a high volume of calls to the Service Line, causing calls to be answered by the departmental voicemail system; if this occurs, departmental voicemails will be returned / addressed within 30 minutes of receipt.

Operations Schedule: The IT Service Desk is available during the following operational hours:

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<tr>
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<th>Monday - Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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</thead>
<tbody>
<tr>
<td>In Person</td>
<td>7:30 AM - 10:00 PM</td>
<td>7:30 AM - 8:00 PM</td>
<td>9:00 AM – 5:00 PM</td>
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<tr>
<td>(AMG 304)</td>
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<tr>
<td>Service Line</td>
<td>7:30 AM - 10:00 PM</td>
<td>7:30 AM - 8:00 PM</td>
<td>9:00 AM – 5:00 PM</td>
<td></td>
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<tr>
<td>*(832) 842-2999</td>
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<tr>
<td>E-mail **</td>
<td>8:00 AM – 5:00 PM</td>
<td>8:00 AM – 5:00 PM</td>
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<tr>
<td>*(Monitored times)</td>
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</table>
* Calls received outside of the listed days / hours will be answered by the departmental voicemail system; departmental voicemails will be returned / addressed within the first hour of the next available listed day / hour.

** E-mails received outside of the listed days / hours will be returned / addressed within the first hour of the next available listed day / hour.

Operational hours may be modified when classes are not in session and any modified schedule will be posted at the IT Service Desk in AMG 304.

**Charges:** None
Service Name: File Shares and Storage

Type of Service: Campus Service

Description of Service: IT provides file share and storage services for campus staff.

The file server is set up with:

- a folder for each staff member’s data,
- a folder for data shared by staff, and,
- folders for special use.

Permissions to access the data are established by the Network Administrator.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for the file server occurs nightly.

Patching and updates to the server are automated and scheduled to occur after operational hours so that they do not create a disruption to service.

Charges: None

Service Support:

- **Level 1**: Network & Information Security Services
- **Level 2**: Network & Information Security Services
- **Level 3**: Vendor
Service Name: Data Backup

Type of Service: Core Service

Description of Service: UH UIT provides data backup service for:

- the UH Sugar Land file servers,
- resource scheduling servers, and,
- other campus database servers

The backup is configured by IT and completed by UH UIT through the Tivoli Storage Manager (TSM).

Minimum Service Level: Operational uptime is 99.5%.

Maintenance Windows: The maintenance window for the data backup service is set by UH UIT. However, it is scheduled to occur after operational hours so that it does not create a disruption to service.

Charges: None

Service Support:

- **Level 1**: Network & Information Security Services
- **Level 2**: UH UIT
- **Level 3**: Vendor
Service Name: Printing and Print Management

Type of Service: Campus Service

Description of Service: IT provides print and print management services for campus staff, computer labs, “come and go” faculty areas, and faculty office suites.

The service includes:

- local printing,
- printing over the LAN
- printing with multi-function copiers (MFC), and,
- print management for students with Uniprint

Printing services includes:

- the specification, purchase, and installation of the print platform,
- print management,
- technical support for incidents, and,
- retiring and refreshing the platform on a standardized schedule.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for all printing hardware is scheduled with end users, or after operational hours, so that it does not create a disruption to service.

Charges: None

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services, UIT (for Uniprint)
- Level 3: UIT (for Uniprint), Contracted Vendor (Maintenance and Repair)
Service Name: Videoconferencing

Type of Service: Campus Service

Description of Service: IT provides videoconferencing services for academic classes and meetings between remote sites.

The service is provided in a two-way audio and video environment, and can also be used for delivery of academic classes.

Other devices can be viewed and heard in the videoconferencing session and include:

- a local computer or laptop,
- document camera, and,
- any VGA or HDMI device

Service is provided by application based or cloud based service, and is conducted in high definition (HD) format at either 720p or 1080p.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for the videoconferencing equipment is scheduled with end users, so that it does not create a disruption to service.

Updates and patching for the room computer is done during the maintenance window for classrooms under the “Desktop Computing” service.

Charges: None, if used with the academic program. If used with non-UH events, technology charges are assessed by the Auxiliary Services group.

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services
- Level 3: Vendor
Service Name: Unified Communications and Other Telecommunications Services

Type of Service: Core Service

Description of Service: UH UIT provides Skype for Business Unified Communications services (UC) for campus staff and UH college faculty and staff.

This includes:

- IP phone, long distance, and voicemail service,
- instant messaging (IM), and,
- integration with Microsoft Exchange for calendaring and contacts.

An external vendor, Windstream Communications, provides central exchange (Centrex) analog services for the campuses dedicated emergency lines.

Additional telecommunication services (i.e., analog line for fax service, fax server, departmental and common area phone services, Hotspots, etc.) can be added, based on business needs.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: Maintenance windows are set by UH UIT and Windstream Communications. However, it is scheduled to occur after operational hours so that it does not create a disruption to service.

Charges: UH UIT service charges are assessed (1) annually per number of phones in service, or (2) monthly per type and amount of telecom service. Windstream Communications charges are assessed monthly per number of lines in service.

Service Support:

- **Level 1**: Computing & Telecom Services
- **Level 2**: UH UIT (UC, other telecom), Windstream Communications (Centrex)
- **Level 3**: UH UIT (UC, other telecom), Windstream Communications (Centrex)
Service Name: Resource Scheduling

Type of Service: Campus Service

Description of Service: IT provides scheduling services for technology resources used with the academic program and for special events.

Resources used at UH Sugar Land are requested online at www.uh.edu/sugarland/roomrequest.

IT uses the software program ResSched to schedule resources and confirm bookings with the requestor.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for ResSched occurs during non-operational hours so that it does not create a disruption to service.

ResSched data backup is done during the maintenance window for the “Data Backup” service. Patching and updating of the program itself is automated, with the program checking daily for needed updates and applying them during non-operational hours.

Charges: None

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services
- Level 3: Vendor
Service Name: Computer Endpoint Protection

Type of Service: Campus Service

Description of Service: IT provides protection against intrusions and infection of the operating system and applications on campus staff computers, “come and go” faculty computers, computers in the computer labs, mobile computers, and computers in the classrooms. This protection is provided through the:

- KACE K-1100 Systems Management appliance (“KBOX”), and,
- Microsoft Windows System Update Services (“WSUS”)

IT also provides protection on the computers against virus and malicious software (“malware”) infection. This protection is provided through the Enterprise version of Faronics Antivirus and Faronics DeepFreeze.

Faronics Antivirus monitors and scans computer activity, as well as downloaded files, and deletes or quarantines any virus or malicious file identified by the virus definition database.

Faronics DeepFreeze is a security program which protects the original image of the computer. If an infection should occur, DeepFreeze will restore the original image of the computer when it is rebooted, which eliminates any changes done by the infection.

Minimum Service Level: Operational uptime is 99.9%.

Maintenance Windows: Maintenance for the operating system patching, application patching, and the Faronics Antivirus and DeepFreeze patching is done during the maintenance window for “Desktop Computing”, “Computer Labs”, and “Mobile Computing”.

The process is described in Section 5.3.3 of UH Sugar Land’s IT Resource Management Plan in “Security Patching and Virus and Malware Protection”.

Charges: None

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services
- Level 3: Vendor
Service Name: Software Acquisition and Deployment

Type of Service: Campus Service

Description of Service: IT acquires and deploys software to computers based on the business or academic needs of the user.

Users include campus staff, “come and go” faculty, users of the computer labs, mobile computing and tablet users, and computers users in the classrooms.

Acquisition and deployment services for UH college, division, or department specific software can also be provided upon execution of a Service Level Agreement (SLA) with IT.

Software acquisition is made through UH resources or through vendors. Deployment of the software is conducted through the KACE K-1100 Systems Management appliance (for computer images) or the KACE K-2100 Deployment appliance (for individual software applications).

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for the K-1100 and K-2100 appliances, including patching and updating, occurs after operational hours and does not create a disruption to service. Deployment and installation of images or software on a campus staff computer, mobile computer, or tablet is scheduled with the user so that it does not create a disruption to service. Deployment and installation of images or software on all other computers is done when the rooms or labs are not scheduled for use.

Charges: None, except for (1) software costs when software is acquired through an SLA for a UH college, division, or department’s computers, and (2) negotiated costs specified in an SLA for deployment and installation services provided for a UH college, division, or department’s computers.

Service Support:

- Level 1: Computing & Telecom Services
- Level 2: Computing & Telecom Services
- Level 3: Vendor
Service Name: Audiovisual (AV)

Type of Service: Campus Service

Description of the service: IT provides audiovisual (AV) services for the students, faculty, and staff in academic programs, as well as for special events. This service consists of the specification, purchase, installation, and maintenance and repair of AV equipment.

The equipment inventory contains:

- LCD and LED projectors and monitors,
- programmable control systems,
- VCR and DVD players and recorders,
- portable and integrated sound systems,
- document cameras, and,
- affiliated peripherals used with the equipment (e.g., headphones, microphones, etc.).

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The primary maintenance window is in the month prior to the beginning of an academic session. Additional maintenance windows are scheduled quarterly. All maintenance windows are scheduled to occur when the equipment is not in use so that it does not create a disruption to service.

Charges: None, if used with the academic program. If used with non-UH events, technology charges are assessed by the Auxiliary Services group.

Service Support:

- **Level 1**: Computing & Telecom Services
- **Level 2**: Computing & Telecom Services
- **Level 3**: Contracted Vendor
Service Name: Network Capacity and Availability

Type of Service: Core Service

Description of the service: UH UIT provides both wired and wireless network connectivity service for faculty, staff, and students, as well as for guests to the campus. This service is operated and maintained by UH UIT, with shared support provided by IT. It consists of:

- a switch network infrastructure with internal wired connection speeds between 100 MB (megabit) and 1 GB (gigabit),
- an 802.11ac wireless network infrastructure with internal connection speeds at the access point (AP) of up to 1 GB,
- a primary off-campus fiber connection with speeds up to 1 GB, and,
- a backup off-campus fiber connection with speeds up to 1 GB if the 1 GB primary connection is unavailable

Both the primary and backup fiber connections are provided by an external vendor.

Any device a user wants to connect to the wired or wireless network infrastructure must meet the requirements of UH MAPP 10.03.04 before a network connection is activated.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: Maintenance windows are set by UH UIT and the contracted vendors. However, both UH UIT and the contracted vendors schedule them to occur during non-operational hours at each campus so that it does not create a disruption to service.

Notification is provided to IT if an emergency window is scheduled to address a network impacting incident.

Charges: None

Service Support:

- Level 1: Network & Information Security Services
- Level 2: UH UIT
- Level 3: UH UIT, Vendor (Cisco – switches & access points | Phonoscope Cable, ICTX – external fiber)
Service Name: Exchange Mail and Calendaring

Type of Service: Core Service

Description of the service: UH UIT provides Microsoft Exchange electronic mail (e-mail) and calendaring service for faculty and staff. This service is operated and maintained by UH UIT, with shared support provided by IT. UIT also provides Microsoft Exchange services through the Microsoft Office 365 cloud platform, with shared support provided by IT.

This service consists of the installation, configuration, and maintenance of the Exchange servers and the Microsoft Outlook client. Web based Exchange services are also provided through the Outlook Web App (OWA) and the Office 365 Outlook App. There are limitations on some of the features in the OWA.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: Maintenance windows are set by UH UIT. Since the service is operational 24|7|365, they are scheduled to occur during periods with the least users.

Charges: None

Service Support:

- Level 1: Network & Information Security Services
- Level 2: UH UIT
- Level 3: UH UIT, Hardware (Vendor), Software (Microsoft)
Service Name: IT Security

Type of Service: Core Service

Description of the service: UH UIT provides security services for students, faculty, and staff. These services are operated and maintained by UH UIT, with shared support provided by IT.

IT Security services consist of:

- security risk assessments,
- monitoring and response to security and computer abuse incidents,
- providing security awareness training, and,
- providing guidance on security best practices

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: Maintenance windows are set by UH UIT. Since the services are operational 24|7|365, they are scheduled to occur during periods with the least users.

Charges: None

Service Support:

- Level 1: Network & Information Security Services
- Level 2: UH UIT
- Level 3: UH UIT
**Service Name:** IT Consultation and Design

**Type of Service:** Campus Service

**Description of the service:** IT provides consultation and design service for campus staff and UH colleges, divisions, and departments. This service provides assistance to individuals, academic programs, and administrative offices in implementing technology resources to meet specific needs at UH Sugar Land.

IT consultation and design services consist of:

- conducting needs assessments (including both technical and logistical needs),
- evaluating hardware and software options,
- designing project specifications, and,
- developing cost estimates and budgets

For UH colleges, divisions, and departments, more complex projects involving specifications design and cost development will require the execution of a *Service Level Agreement* (SLA) with IT.

Additional services for UH colleges, divisions, and departments, such as project management and procurement can also be provided upon execution of a *Service Level Agreement* (SLA) with IT. A business contract and other requirements may also be needed if a private vendor is involved in the project.

**Minimum Service Level:** Service is only available for resource areas where IT technical specialists are available. However, if some resource areas do not have an IT technical specialist available, IT can contact selected vendors for assistance.

**Charges:** None, unless negotiated costs are specified in an SLA for specifications design, cost development, project management or procurement services provided for a UH college, division, or department.
Service Name: SharePoint

Type of Service: Core Service

Description of Service: UH UIT provides collaboration and document management for students, faculty, and staff through its SharePoint portal and SharePoint Online. SharePoint allows groups to set up a centralized, password protected space for collaboration involving:

- file sharing,
- website creation,
- data storage and retrieval, and,
- workflow processes

SharePoint’s features include:

- document libraries
- pictures and slide libraries
- shared tasks, contacts, calendars, announcements, and link lists
- online discussion forums
- reporting features
- wiki libraries
- subsites for teams, and,
- online access to Excel, Access, and Visio documents

SharePoint Online services are provided by UH UIT through the Microsoft Office 365 cloud platform.

Minimum Service Level: Operational uptime is 99%.

Maintenance Window: The maintenance windows are set by UH UIT. Since the services are operational 24|7|365, they are scheduled to occur during periods with the least users.

Charges: None

Service Support:

- **Level 1**: Network & Information Security Services
- **Level 2**: UH UIT
- **Level 3**: UH UIT, Vendor (Microsoft)
Service Name: Digital Signage

Type of Service: Core Service

Description of the service: UH UIT provides digital signage services for UH Sugar Land.

The service provides for different types of content on electronic displays that includes:

- streaming video,
- image slideshows,
- menus,
- advertisements,
- interactive wayfinding maps, and,
- emergency notifications

The content is remotely managed from a central server that handles editing and scheduling of sign changes.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance windows are set by UH UIT. Since the services are operational 24|7|365, they are scheduled to occur during periods with the least users.

Charges: None

Service Support:

- **Level 1**: Computing & Telecom Services
- **Level 2**: UH UIT
- **Level 3**: UH UIT, Vendor (Four Winds Interactive)
Service Name: Event Support

Type of Service: Campus Service

Description of the service: IT provides computing and audiovisual support service for events at UH Sugar Land. Events are usually held in the following rooms or areas:

- Brazos Hall Room 103A (Multipurpose Room A)
- Brazos Hall Room 103B (Multipurpose Room B)
- Brazos Hall Room 180 (Auditorium)
- George Building Rotunda
- George Building Room 102

Events may also include the use of general classrooms or specialized technology rooms, such as computer labs and videoconference rooms. There is limited support for events that utilize the WCJC room technology resources, as well as limited ability to provide computing and audiovisual support for events held outdoors. A contracted event vendor may be required to provide both service and support for outdoor events.

Services provided for events includes:

- setting up and taking down IT computing resources before and after the event,
- connecting IT and guest computing resources to supported audio and projection systems,
- setting up room microphones,
- verifying that all computing connections and room microphones work with the audio and projection systems,
- IT staff presence for up to 1 hour for events; events needing staff presence for more than 1 hour will require the use of a contracted vendor to provide that presence

The use of computing resources for events will follow the IT policy Use and Access of Computing Resources for Events.

Minimum Service Level: Operational uptime is 99%.

Maintenance Windows: The maintenance window for all room equipment (i.e., audio & projection systems) is scheduled when there are no events, so that it does not create a disruption to service. The maintenance window for patching and updating of the event computing resources takes place during the maintenance window for “Mobile Computing”.


**Charges:** None, if used with the academic program. If used with non-UH events, technology charges are assessed by the Auxiliary Services group.

**Service Support:**

- **Level 1:** Computing & Telecom Services
- **Level 2:** Computing & Telecom Services
- **Level 3:** Computing & Telecom Services, Vendor (The Phoenix Design Group, aka TPDG)