

SERVICE PORTFOLIO

| ID | Service Name | Description of Service | Business Owner | UHS? |
|-----------------------|---|--|---|-------------|
| ACADEMIC | | | | |
| 01 | Classroom Technologies Support (GP) | Maintenance, support, and installation of technologies in general purpose classrooms. Equipment checkout for classroom instruction, training on classroom equipment, and assistance with designing multimedia classrooms. | Jeffrey Morgan | No |
| 02 | Learning Management System (Blackboard Learn 9 / Vista 8) | Operation of the Learning management systems for course delivery. | Jeffrey Morgan | Yes |
| 03 | Lecture Capture (MediaSite) | Provisioning of capture services and internet streaming of classroom lectures | Jeffrey Morgan | No |
| 04 | QuestionMark | Administration of the QuestionMark application | Jeffrey Morgan | No |
| 05 | Streaming Services (MediaSite, iTunesU, YouTube) | Administration of technologies to support the distribution of streaming media | Jeffrey Morgan | Yes |
| ADMINISTRATIVE | | | | |
| 06 | Business Intelligence - Dashboards | Administration of BI technologies such as dashboards to facilitate decision making (e.g. enrollment management, SRLH) | Various. E.g. Enrollment Management, SHRL. | No |
| 07 | Change Management (Infrastructure/Software) | Change Management Application for tracking/approval of core infrastructure and software configuration changes. In addition, providing a more comprehensive application for tracking / approval of enterprise application software changes. | Mary Dickerson, ES Tech Managers | Yes |
| 08 | Data Warehouse (Hyperion) | Administration of data warehouse technologies used for reporting and data analysis | Various. E.g. Finance, Enrollment Management. | Yes |
| 09 | Division of Research IT Services | Div. of Research File Shares, Print Service, ePO McAfee, Identity Finder Service, User Request Tickets, and FileMaker Pro Billing / Invoices. | Chris Milligan | No |
| 10 | Electronic Access Control System (BASIS) | Administration of the BASIS access control system used for electronic access to campus buildings. | Malcom Davis | No |

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| 11 | Emergency Management System (PIER) | Administration of the emergency notification system to handle campus communications during emergency situations | Malcom Davis | Yes |
| 12 | Employee Self-Service (PASS) | Administration of the self-service enterprise PeopleSoft solution to access HR services | Joan Nelson | Yes |
| 13 | Employee Training (TAP) | Training Access Portal (TAP) for UHS employees | Joan Nelson | |
| 14 | Facilities Management (FAMIS) | Integrated workplace management system for space management and facilities maintenance | Emily Messa | No |
| 15 | Faculty/Course Evaluation System | Administration of the faculty/course evaluation system | Patrick Daniel | No |
| 16 | Financial IS (PeopleSoft Finance) | Management of the enterprise financial solution PeopleSoft Finance for UHS/UH | Mike Glisson | Yes |
| 17 | Grants Management and Compliance IS (RD2K/RAMP) | Enterprise application for research grants administration of proposals and awards, Compliance administration (COI, IRB, & IACUC) and Technology Transfer administration. | Beverly Rymer, Kristine Rochford, Natalie Davis | Yes |
| 18 | Grants Management IS (PeopleSoft Grants Management) | Enterprise PeopleSoft application for research grants administration | Beverly Rymer | Yes |
| 19 | Housing Management System and Self-Services (myHousing) | Housing management system for current and future residents for managing housing applications, room assignments, and check-ins | Don Yackley | No |
| 20 | Human Resources IS (PeopleSoft HR and Payroll) | Human Resource solution for time sheet management, performance management, compensation, and other personnel information | Joan Nelson | Yes |
| 21 | Intrusion/Panic Alarm Systems | Maintenance of intrusion alarm systems that detect physical access to monitored areas and panic alarms | Malcom Davis | No |
| 22 | Learning System (SkillPort) | Administration of online portal for accessing 5,000+ professional development courses | Joan Nelson | Yes |

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| 23 | One Card System (Cougar Card) | Multi-purpose university identification (ID) card used for services such as dining, convenience stores, building access, events, and printing. | Emily Messa | No |
| 24 | Parking Management System | Parking application to manage citations, fines, parking decals, and applications | Emily Messa | No |
| 25 | Point-of-Sales Systems (Cribbage, Bb Transactor) | Support to PoS systems for processing of payments, installed in multiple campus stores and locations | Emily Messa | No |
| 26 | Portal Services (PeopleSoft UHS Portal) | Portal services to access UHS/UH PeopleSoft applications | Mara Affre | Yes |
| 27 | Student IS (Enrollment Planning) | Enterprise student systems; data analytics, financial aid award analysis | Maureen Croft, UH | No |
| 28 | Student IS (Enrollment) | Enterprise student systems: recruiting, admissions, registration and records, financial aid, room scheduling, academic advising, ISS SEVIS. | Katina McGhee | Yes |
| 29 | Student IS (Financials) | Enterprise student systems; tuition and fee calculation, book loans, billing, accounts receivables, general ledger interface. | Katina McGhee | Yes |
| 30 | Student IS (Graduate Admissions) | Enterprise student systems; graduate admissions processing and professional schools support | Katina McGhee | Yes |
| 31 | Student IS (Institutional Planning and Analysis) | Enterprise student systems; institutional research, Coordinating Board reporting | Katina McGhee | Yes |
| 32 | Surveillance Camera Systems | Installation and maintenance of technology infrastructure for surveillance cameras installed in multiple campus locations | Malcom Davis | No |
| 33 | Time & Effort Reporting IS (Maximus ERS) | Time & Effort Reporting application for Principal Investigators (PI's) to certify time and effort on Research Grant / Contract projects. | Beverly Rymer | No |

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| 34 | UH Redline | UH Redline is the official mobile app for UH. TSS develops new services and features based on feedback from UH students and partners with Student Services to deliver this app to the community. | | No |
| 35 | University Advancement IS | Administration of enterprise Advancement information systems for prospect analysis, donor tracking, and gift processing. | Steve Mueller | No |
| 36 | Web Presence (UHS.edu/UH.edu) | Administration of the UHS/UH main web site | | Yes |
| CORE SERVICES | | | | |
| 37 | Account and Access Management | Administration of computer accounts for UH faculty, staff, and students for the purpose of supporting instructional, research, and administrative activities. (PeopleSoft, CougarNet, Email alias, Blackboard, etc) | Administration | No |
| 38 | Answerpoint for UH Main Listed Number | Management of incoming calls to University main phone number 3-1000, including response to inquiries as first point of contact and call routing. | Administration | No |
| 39 | Audio and Video Production | Creation of audio and video media used in research, instruction, documentation, and marketing/communications purposes. | Administration | No |
| 40 | Backup Services (IBM Tivoli - TSM) | Provision of data backup services for University servers, desktops, and laptops. | Administration | No |
| 41 | Call Center Systems (CISCO) | Administration of call center systems to manage call routing. Handles all incoming calls to University's main number and live chat. Includes services such as phone operator, phone RSVP, and email. | Administration | No |

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| 42 | Campus subscriptions to IT professional organizations (Educause, Gartner) | Membership to IT organizations Educause and Gartner to access IT research papers, industry benchmarks, and collaborate with industry peers | Administration | Yes |
| 43 | Client Management (LANDesk/SCCM) | Client management including centralized and remote administration of desktops/laptops/mobile devices for image installations, application upgrades, security patches, and remote assistance. | Administration | No |
| 44 | Collaboration Services (SharePoint) | Application administration, training, and support of MS SharePoint for the purpose of supporting collaboration | Administration | No |
| 45 | College/Division Technology Reviews | The CTR program is an strategic service that provides technology consulting and comprehensive assessment of IT services for the colleges and divisions with the purpose of creating reliable, secure, and cost-effective technology environments using industry best practices, latest technologies, and aligning the college/division IT services to the University/College strategic goals. | Administration | No |
| 46 | Computer Labs (SHRL common areas) | Management of computing labs including desktops, laptops, printers and other peripherals | Administration | No |
| 47 | CRM solutions (Oracle RightNow) | Administration of customer relationship management tools (faq, chat, and email distribution) | Administration | No |
| 48 | DHCP Services (IP Addresses) | Allocation of IP addresses for University resources, servers and printers | Administration | No |
| 49 | Digital Signage | Administration of the centralized application that controls campus electronic displays, and support of electronic displays installed in UIT-managed areas. | Administration | No |

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| 50 | Directory Services (LDAP/Active Directory) | Administration of domain services and hierarchical directory of organizational resources such as users, computers, printers, and sites. | Administration | Yes |
| 51 | Document Imaging | Administration of the enterprise document imaging solution for capturing and storing document images integrated with PeopleSoft ERP solutions | Administration | Yes |
| 52 | Email (Exchange) | Administration and service support of the campus email services | Administration | No |
| 53 | Fax Services (Digital and Analog) | Administration and support of digital and analog fax services available to administrative units | Administration | No |
| 54 | Federated Single Sign-On (Shibboleth) | Federated Single Sign-On using Shibboleth Identity Provider (IdP) Service in conjunction with federation memberships e.g. InCommon and Texas Trust. | Administration | No |
| 55 | File Shares | Management of file shares for multiple departmental units. Provides space and access to university files shares and CougarNet space for shared services to physically store your profile and files. | Administration | Yes |
| 56 | Hosted Services | Server administration of virtual server infrastructure located in the computing center and managed by UIT. Provides Information Technology and selected entities with virtual servers for support of applications. This is a limited service: pre-funded for small applications that use smaller amounts of resources (virtual machine or storage). All application-based services are on Virtual Memory Systems (unless they can't be because of the type of software). | Administration | No |

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| 57 | Incident Management: Intrusion Detection, Monitoring, Spam/Virus, Forensics, Response & Reporting | Monitoring services of the campus network and system alerts for possible intrusions identify incidents, provide incident investigation and documentation. | Administration | No |
| 58 | IT Support/HelpDesk | Provision of help desk support of UIT services by telephone, chat, walk-ins, email, and FAQs | Administration | No |
| 59 | Laptop Check-out | Provision of laptop loan services for students during the academic semesters | Administration | No |
| 60 | Marketing and Communication Email Distribution (RightNow/Listserv) | Administration of technologies in support to bulk email communications, including LISTSERV for instructional and administrative purposes and RightNow for marketing/communications purposes. | Administration | No |
| 61 | Mobile Devices (Blackberry Enterprise Services) | Administration of Blackberry mobile server infrastructure and user support | Administration | No |
| 62 | Network Connectivity (Internet, Internet2, Intranet) | Management and administration of network services including Internet, Internet2, and Intranet | Administration | Yes |
| 63 | Portal Services (AccessUH) | Administration and development of the University single sign-on portal used for accessing multiple campus IT applications | Administration | No |
| 64 | Printing Services (Uniprint) | Administration of centralized printing solution and support of print kiosks in computing labs and high-density areas | Administration | No |
| 65 | Secure Authentication (2-Factor Authentication) | Provision of 2 Factor Authentication for secure access to systems in restricted network environments (PCI, HIPAA, etc.) and for identified enterprise-level service administrators. | Administration | Yes |
| 66 | Secure Socket Layer Certificates | Administration and monitoring of SSL certificates for campus servers and domains. | Administration | Yes |

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| 67 | Security Awareness Communications and Training | Provision of information security awareness communications, training, and presentations, including the delivery of mandatory campus employee security awareness training. Development of custom awareness workshops tailored to the specific needs of a college, division or department | Administration | Yes |
| 68 | Security Risk and Compliance Assessments | Security assessments of data and IT assets to identify security risks and offer mitigation strategies for reducing or eliminating the risk | Administration | Yes |
| 69 | Service Management Solutions (Remedy and CAM) | Administration of central service management system and distribution of licensing to colleges and divisions | Administration | No |
| 70 | Software | Management of campus-wide site licenses and license distribution and download. | Administration | Yes |
| 71 | Technology Training | Provision of scheduled and on-demand training (SharePoint, CMS, Lync, etc) for technology products | Administration | No |
| 72 | Telephone Services (Long Distance) | Administration of long-distance (international and national) telephone services available on campus by using authorization codes | Administration | No |
| 73 | Telephone Services (RoIm Switching System) | Administration of legacy telephone system (currently being replaced with Lync) | Administration | No |
| 74 | Telephone Services (VoIP - Cisco) | Administration of voice-over-IP telephone services (currently being replaced with Lync) | Administration | No |
| 75 | Television (CougarVision Network - Broadband CATV/IPTV) | Acquisition and distribution of television channels on campus. Technology administration of IPTV and CATV services to provide video programming (national, local, and KUHT) over the University's data network. | Administration | No |
| 76 | Training System (CSATS) | Computer security awareness training for students | Administration | No |

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| 77 | Unified Communications (Lync) | Administration and deployment of unified communications (telephony, voicemail, IM, video conferencing, desktop collaboration) | Administration | No |
| 78 | Video Conferencing (Administrative Conference Rooms) | Scheduling and maintenance of video conferencing facilities for use by the community in designated conference rooms | Administration | No |
| 79 | Video Conferencing (Compressed Video Network) | Maintenance of centralized video conferencing infrastructure (MCU) to provide distance education through interactive video | Administration | Yes |
| 80 | Virtual Private Network (VPN) | Authenticated and secure remote (off-campus) access to campus computing resources | Administration | Yes |
| 81 | Voicemail (Avaya) | Administration of voicemail services available in all University-provided telephone systems | Administration | No |
| 82 | Web Application Acceleration (NetScaler) | Web Application Acceleration appliance fronting UHS web applications e.g. UH web site, UHS PS Campus Solutions, UHS PS Finance, UHS PS HR/Payroll, UH SharePoint, UH/UHV Blackboard and many other UH web services. Providing improved performance (response), SSL off-loading, load balancing, and caching. | Administration | Yes |
| 83 | Web Content Management System (Hannon Hill) | Administration of the University solution for web content management | Administration | No |
| 84 | Web Publishing/Design | Professional services for Web publishing and design. Web and mobile application design and development. | Administration | No |
| 85 | Wi-Fi (UHSecure, UHWireless, Eduroam) | Administration, management, installation, and support of campus Wi-Fi services. UHSecure (authenticated - faculty/staff/students), UHWireless (open - guests), Eduroam (authenticated - UHS, HigherEd participants) | Administration | Yes |

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| 86 | Wired Campus Network (access - data jacks) | Installation and maintenance of the wired network infrastructure providing network access to the community | Administration | No |
| 87 | Wired System Network | Installation and maintenance of the wired network infrastructure providing network interconnections across the UH System Universities. | Administration | Yes |

RESEARCH

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|----|---|--|------------------------|-----|
| 88 | High Performance Computing (RCC) | Management of high performance computing technologies for research purposes. Research system administration specializing in clusters as well as stand alone. | CACDS- Barbara Chapman | No |
| 89 | High Performance Research Networks (LEARN, RenoH) | High bandwidth network for high performance computing needs | Deniz Gurkin | Yes |