

ITS SERVICE CATEGORIES JULY 2017



- **Network**
 - Core Backbone, Wireless, Commodity Internet, IPAM
 - ResNet and PNA
 - Remote Site Connectivity
- **Voice**
 - CSU Telephones
 - Institutional telephones
 - Specialized voice services
- **Telecommunications**
 - Cabling & Construction
 - Facilities Design

Network, Voice & Telecommunications



- Learning Management System (LMS)
- LMS Support (Canvas)
- Student Response Systems Support (Clickers, Cloud-based)

Academic Technology



- Authentication
- Authorization
- Directory Services
- Identity Lifecycle Mgmt.
- Campus Security System (BACS)
- ID Cards

Identity & Access Management



- **Email**
 - Email Services
 - Supporting Services
- **Collaboration Tools**
- **Web Services**
 - Websites
 - Collaboration websites
 - Web hosting & publishing
 - Web publishing support services
 - Supporting Services

Email, Collaboration & Web

ITS SERVICE CATEGORIES JULY 2017



- **University Data Center (UDC)**
 - General Operations Services & Monitoring
 - Co-location & Monitoring
 - Data Center Networks
 - Network Operations Center (NOC)
- Servers & Server Support
- Data Storage
- Backup
- Database hosting
- Document Management
- Architect Support

Servers, File Storage & Data



- Service Management
- Application Development Support (ADS)
- Enterprise Management
- Enterprise Monitoring & Metrics
- Legacy Middleware, Integration and Common Apps
- Portals
- Business Systems
- Software Distribution and Sales (SDS)
- Integration Services
- Survey Tools
- Project Management Tools
- Network Tools
- Enterprise Orchestration
- Internal ITS Support

Enterprise & Client Software



- Service Desk
- Business Systems
- Print services
- Software Development Training
- Professional Support Services
- Campus Store
- Telephone Operator
- Check printing
- Loaner laptops

Client Support



NETWORK, VOICE & TELECOMMUNICATIONS

NETWORK SERVICES			
CORE, FOUNDATIONAL SERVICES	RESIDENTIAL NETWORK	NETWORKS	VPNs
Core Backbone Core infrastructure that interconnects buildings, data centers and Network Operation Centers	Resnet Network support for wired and wireless connectivity to the residence halls on campus	Department Networks <ul style="list-style-type: none"> <input type="checkbox"/> General <input type="checkbox"/> Fortified <input type="checkbox"/> Legacy <input type="checkbox"/> Wireless and Gateway 	Client VPN Client VPN for encrypted connection to university network (vpn.utexas.edu)
Core Wireless Wireless core infrastructure	Resnet Core Backbone Core infrastructure that provides wired and wireless connectivity to campus residence halls	Research Networks Connects university to research networks (Internet2, ESnet, LEARN, UTRC, etc.)	Point to Point VPN VPN for encrypted connection to university network(e.g. Mulesoft) – currently ITS only
Commodity Internet Connects university to the Internet	Resnet Core Wireless Wireless core infrastructure for Resnet consumers	Private Networks Secure, isolated virtual private overlay networks (e.g. for elevators, building security, etc.)	REMOTE SITE CONNECTIVITY
IP Address Mgmt. Internet Address management (allows devices to connect to the Internet)	Resnet Commodity Internet Connects Resnet consumers to the Internet	Network Management Tools Management and monitoring systems used to operate the networks	Remote Site Connectivity – other UT spaces Other university properties and leased spaces (PRC campus, DPRI, LAC)
PERSONAL NETWORK ACCESS	Resnet IP Address Mgmt. Internet Address management for Resnet		Remote Site Connectivity – carrier leased services Leased services from carriers.
PNA Commodity Internet Additional network data plans (wired and wireless) primarily for students	Resnet PNA Additional network data plans, primarily for residential students		



NETWORK, VOICE & TELECOMMUNICATIONS

VOICE

CSU Telephones

Basic and business telephones (VOIP and Analog) for faculty, staff, vendors and affiliates in CSUs

800 Number Service

Toll-free 800 numbers for CSUs to provide their customers that route to their specified phone numbers

Institutional Telephones

Institutional telephones (e.g. elevator, fire, emergency call box, machine room) required by code or for safety (not charged)

Enhanced Telephone Service

Enhanced voice messaging systems

Automated Call Distribution

Advanced Service Desk agent functions to route incoming calls based on agents skill and availability.

R911 (Reverse 911)

Automatically dial all phones in an emergency and play a pre-recorded message

TELECOMMUNICATIONS

CABLING & CONSTRUCTION

Telecommunications Construction

Maintenance, construction, and renovation of communication duct banks, tunnels, conduits and related media pathways and spaces.

Telecommunications Cabling

Installation, removal and maintenance of communications cabling (copper and fiber optic -- e.g. Ethernet cable).

FACILITIES DESIGN

Telecommunications Engineering (Campus and Units)

Engineering, design, project management for telecommunication systems as part of university construction projects (\$1.2B in process)

Distributed Antenna System (DAS)

Coordination, planning and vendor management of cellular services on campus.



NETWORK, VOICE & TELECOMMUNICATIONS

MULTIMEDIA

Event & Media Support

Event support, Public Address Systems, Television, Intercoms, media electronic repair.

Campus Cable Television

Cable Television and IP Television to units (not residential)

ADMINISTRATIVE & INTERNAL SUPPORT

N&T Warehouse

Warehouse, ordering, receiving functions for N&T and ITS

N&T Billing and work orders

Billing, work orders, inventory control, service desk and related business functions supporting N&T, and some other ITS units (BACS)

Billing for OTS

Handling billing of customers and vendor payments for UT System
Office of Telecommunications Services



ACADEMIC TECHNOLOGY

LEARNING MANAGEMENT SYSTEM (LMS)
<p>Canvas</p> <p>Cloud-based Learning Management System used by faculty, staff, and students for collaboration, course materials, and assessment.</p>
LMS EXTENDED SUPPORT
<p>Canvas Premium Support</p> <p>Premier/Tier 1 support</p>

STUDENT RESPONSE SYSTEMS	
<p>Iclicker</p> <p>Physical device, mobile app or web-based student response system used in classrooms for attendance, ungraded polls, and scored questions.</p>	
<p>Learning Catalytics</p> <p>Cloud-based “bring your own device” classroom response system</p>	<p>SquareCap</p> <p>Cloud-based “bring your own device” classroom response system</p>
<p>Top Hat</p> <p>Cloud-based “bring your own device” classroom response system</p>	<p>Poll Everywhere</p> <p>Cloud-based “bring your own device” classroom response system</p>



IDENTITY & ACCESS MANAGEMENT

AUTHENTICATION

(determine identity of end user)

UTLogin

Centralized EID authentication service that provides secure single sign on

Shibboleth

EID-based authentication for federated Service Providers

Two Factor Authentication

Duo - additional level of security when using sensitive online services

BUILDING ACCESS CONTROL SYSTEM (BACS)

Electronic Access Controls and Video Surveillance

Supports 160 Campus Buildings & UT System Administration with Electronic Card Readers, Doors, Alarm Points, Panic Buttons, and Video Surveillance and Storage.

AUTHORIZATION

(access rules and permissions)

Apollo

Mainframe based authorization system used by administrative applications on the mainframe or within UT Direct application framework

DPUSER

Mainframe application containing metadata that support a wide range of university applications and processes

OHS System

Department tool to identify individuals who are authorized to perform specific jobs

SailPoint IdentityIQ

SailPoint IIQ will provide group- and role-based authorization management services for the University, improving efficiency of on-boarding and off-boarding processes, and integrating with both Workday and ServiceNow

DIRECTORY SERVICES

Austin Active Directory

Authentication infrastructure and LDAP for many critical campus services.

uTexas Enterprise Directory (TED)

Private directory service that contains confidential identity information about students, faculty, staff, and university affiliates

WHIPS

WHIPS (White Pages) provides a public directory service for the UT Directory Application and numerous email clients insight.

Directory application

Provides main person directory web front-end to campus to find faculty/staff/student contact information

SECURITY TOOLS

Certificates (InCommon)

InCommon based SSL certificates for hosts - provides secure communications between users, devices and applications.

ID CARDS

ID Center

Provides ID cards to students, faculty and staff. Includes -

- Proof of identity on campus
- Physical location access
- ID card benefits/features (building access, UTPrint access, CapMetro bus benefits, BevoBucks and financial aid management for students)

IDENTITY LIFECYCLE MGMT.

uTexas Identity Manager (TIM)

Creation and management of identity accounts (UT EIDs) for the university community.



EMAIL, COLLABORATION & WEB SERVICES

EMAIL

Office 365

Cloud-based email and calendar service for faculty and staff

UT Mail

Google hosted UT Branded Gmail for Students, Alumni, Faculty and Staff

Austin Exchange AEMS

On premise (Campus Datacenter located) legacy Exchange email.
(This service is retired)

EMAIL SUPPORTING SERVICES

UT Lists

Web-based user interface for users to create and subscribe to mailing lists

UT Mail (Support)

Supports sign-up and support for the Gmail email system include web front end/single-sign-on for Gmail email (students, faculty/staff, alumni)

Email Filtering Service (Ironports)

IronPort email security appliances, Anti-Spam software, Anti-Virus software and an email filtering programming language that can be used for customized defenses against threats not caught by vendor supplied software. Provides Spam, phishing and other filtering for all ITS provided Email. Includes Data Loss Protections to secure confidential data such as HIPAA

Group Email

Allows emails to be sent to large groups with controlled timing and distribution and analytics. Uses Regroup, a cloud based application

Urgent Email System

Send Urgent Bulk Emails to all students and employees (emergency communications)

Secure Messaging

Allows emails to be sent securely within and outside of UT - for Confidential data (Cat-1). (This service is being retired)

COLLABORATION SERVICES

Adobe Connect

Web conferencing tool that enables faculty and staff to create and share presentations and online training materials.



EMAIL, COLLABORATION & WEB SERVICES

WEB HOSTING

UT Web

Central web hosting platform

UT QuickSites with CMS Hosting Platform

Drupal or WordPress hosting platform, for creating and maintaining web site content without the need for technical skills

University Blog Services

WordPress blog platform

WEBSITES

University Core website

www.utexas.edu

Offsite emergency website

Hosted on Rackspace

IT@UT

ITS website, including ITS Maintenance calendar

WEB SUPPORT SERVICES

Accessibility Scanning Tools

Monitoring and reporting to meet policy and statutory requirements

UT Web Support

Digital Experience Environment (DEE) Platform
– supports core web site (utexas.edu)
environment

COLLABORATION TOOLS

SharePoint

Central storage and collaboration website for documents, information, and ideas.

UT Wiki

Enterprise wiki service

WEB PUBLISHING SUPPORT SERVICES

UT Drupal Kit

Provides common branding and themes for
Drupal based websites



SERVICES, FILE STORAGE AND DATA

DATA CENTER

(Secure, professionally managed data center with high-speed networking to ensure availability of critical research and administrative systems)

Data Center co-location and monitoring

Fee based data center co-location to campus units and UT System Administration

Data Center networks

Personnel, architecture, operations required to operate the data center networks.
Equipment required for networks (UDC-C and UDC-B)

Data Center general operations services and monitoring

Incident Communications & Coordinating, after-hours support; Disaster Recover (DR) planning and capacity (COM)

Data Center network operations center (NOC)

Houses core network equipment

SERVICES & SERVER SUPPORT

UT Virtual Machine Gateway (UT-V, UT-VMG)

Provides cost-effective, reliable Virtual Machines (VM)

Load Balancing (F5, Citrix)

intelligent traffic management for Customer Service through the distribution of workloads across multiple servers hosting applications.

DATA STORAGE

UT Box

Cloud-based file storage and sharing for business and academic purposes

Austin Disk

Secure online storage and sharing service, available to all current University of Texas at Austin faculty, students, and staff.

Commodity Storage

Foundational, high-performance, enterprise class storage on multiple physical storage arrays. Critical campus services including the Mainframe, and UT-Virtualization



SERVERS, FILE STORAGE AND DATA

DATABASE HOSTING

Oracle

Major underpinning database service for enterprise administrative applications such as TIM, UT Login, Stonebranch, Documentum, TRECS-FAMIS, TRECS-SPACE, the Development Office

MS SQL

Underpinning database service for over 150 production databases and over 100 production SharePoint databases.

MySQL

Underpinning database service for several administrative applications including Wikis, Doc Repo, Blogs, Stache, and for a large number campus websites (Dell Medical School, Dean of Students, Engineering)

DOCUMENT MANAGEMENT

Legacy Document Management (DocRepo)

Mainframe based document repository using custom coded DocRepo application

Document Mgmt. (Documentum)

Document Management, Workflow and Repository. Being implemented as part of ASMP; will replace DocRepo over time

Electronic Signature (DocuSign)

Provides the ability to electronically send and sign documents securely and legally using DocuSign

Document Capture (Kofax)

Enterprise support for Scanning and Capturing documents electronically using Kofax

BACKUP

UTBackup

UTBackup provides an enterprise-level, centralized, and automated digital data backup solution for computers files (not server data) at the UT Austin campus.

ARCHITECT SUPPORT

Administrative

Administrative costs for system architecture.



ENTERPRISE AND CLIENT SOFTWARE

APPLICATION DEVELOPMENT SUPPORT

PyPE - Python Production Environment

Middleware for Python and Django application development, deployment, and execution environment.

Enterprise Project and Issue Tracking

Project Management, issue, action and bug tracking tool using Enterprise JIRA.

DevOps: Continuous Integration

Code integration and developer tools using ThoughtWorks Go!.

DevOps: Platform

Python and Java code execution environment platform for CSUs to develop and maintain their applications

DevOps: Version Control/GitHub/Artifactory

Non-Mainframe Developer & Platform Tools

SERVICE MANAGEMENT

ServiceNow

Software platform that supports the delivery of services and automates common business processes. This software as a service (SaaS) platform contains a number of modular applications including incident, request and knowledge management. ServiceNow is used by 30+ Colleges, School and Units and is available to Faculty, Staff and Students to query knowledge, request services and report issues

ENTERPRISE MANAGEMENT

Configuration Management Tools (SCCM, Puppet)

Provides centralized and automated deployment, configuration, and patch management of Windows-based hosts. Used as part of a managed Server or managed Desktop service

Campus Red Hat Enterprise License (RHEL) and Network Satellite (RHNS)

Centralized and automated deployment, licensing, configuration, and patch management of Red Hat Enterprise Linux based hosts

Windows Software Update Service (WSUS)

Enables departmental systems administrators to deploy the latest Microsoft product updates to hosts, for both Windows OS and Microsoft Office

Windows Deployment Service (WDS)

Provides central deployment of Windows operating systems via the campus network

Microsoft Key Management Service

Provides automatic activation of Microsoft Windows and Office volume-licensed products over the campus network, without the need to enter in a license key

NETWORK TOOLS

FTP Archive Mirror

Enables faster downloading of large popular open source software packages

IT SUPPORT TOOLS

TRAC

TRAC provides IT service provisioning and subscription management services. Its functionality will be migrated to ServiceNow and TRAC can then be retired



ENTERPRISE AND CLIENT SOFTWARE

LEGACY MIDDLEWARE, INTEGRATION & COMMON APPS

Mainframe Common Applications

*DEFINE, Department Open Records Request (DORR); MCA Command Authorizations; Electronic Office Management (EOM); MCA Configuration; MCA Routing; Electronic Inbox; UT Direct Inline Inbox.

Mainframe Middleware Code

jEdit, PDF Generator, XML Gateway, (Provides the mainframe middleware code used across most all mainframe applications)

INTEGRATION SERVICES

ESB, Rabbit MQ and API Registry

Implemented in 2016 as part of ASMP.

Supports application integrations in a service-oriented architecture (SOA): Mulesoft ESB (Enterprise Service Bus), Rabbit MQ, XML Gateway, ESB Registry, Artifactory.

Provides platform for mainframe, custom, package and cloud based applications to interact and share data/processing logic for more cost effective and simpler application development and support

BUSINESS SYSTEMS

Mainframe Environment

Adabas, Adabas Replicator, Credit Card, Mainframe, Natural, UT Direct, Task Manager, used by most administrative and academic units on campus

Transfer sFTP Server

University's public FTP server – used to securely transfer files to or from the mainframe

PORTALS

University Portal

Supports the new myUT Portal using LookingGlass: in production for Student, in development for faculty, staff and researchers. Will replace UT Direct over time.

Legacy Portal Maintenance & Stewardship

Maintains the current mainframe portal: ERP UI, UT Direct, Application Registry, Sitegen, UT Direct Notifications

PROJECT MANAGEMENT TOOLS

Methodology and Process Management

Support and enhance ITS application and maintenance methodology and toolset; and support MS Project Server to track budgets, resources, tasks on projects. Meets Texas Administrative Code for Higher Ed project management practices, Chapter 216 Subchapter C requirements



ENTERPRISE AND CLIENT SOFTWARE

ENTERPRISE MONITORING & METRICS

Data Collection and Analysis (Splunk)

Centralized log collection and analytics for hosts and applications, primarily for MSS service

Data Center device monitoring (Zenoss, SCOM)

Monitoring of servers, to include status of availability, alerts on status, primarily for MSS service

Application Performance Monitoring

Performance and availability monitoring of on-premise services

Cloud Monitoring

Performance and availability monitoring of cloud -based services (SaaS)

SOFTWARE DISTRIBUTION & SALES

Software Distribution Service

Supports the purchase and download of software packages by authorized customers.

BevoWare

Software download site offers a variety of tools for download.
(This service is retired)

Microsoft Academic Select 6.0 Program

Under this agreement, departments are able to purchase Microsoft software products at greatly reduced prices

Microsoft Campus Agreement

The MSCA provides students, faculty, and staff access to Microsoft's popular computer software, including operating systems and desktop productivity tools.

SPSS

IBM SPSS(Statistical Package for the Social Sciences) is a data management and analysis product

MATLAB

High-level technical computing language and interactive environment for algorithm development, data visualization, data analysis, and numerical computation

Nvivo

Qualitative data analysis software program for researchers working with rich text-based and/or multimedia information

CSLG

Texas Campus-wide Software License Grant (CSLG) program gives access to license operating system PAKs for covered UNIX and VMS systems

JMP

SAS product that uses dynamic data visualization to link your data with graphics on your desktop

SAS

Statistical software used in teaching & learning

ENTERPRISE ORCHESTRATION

Stonebranch

Provides process and task automation, as well as enterprise job scheduling through a centralized service.

SURVEY TOOLS

Qualtrics Survey Tool

Online survey tool used to measure customer satisfaction, obtain feedback and collect employee insight.



CLIENT SUPPORT

SERVICE DESK

UT Service Desk

Provides the University community with a centralized point of help with a variety of topics and services, including non-ITS services such as UT Learn.

TELEPHONE OPERATOR

Telephone Operator

Campus switchboard operator and equipment supporting the telephone operator

BACS SERVICES

BACS Remediation

Remediation of Electronic Security Devices

BUSINESS SYSTEMS

TID Printing (mainframe)

Send mainframe print output to network printers across campus. Eliminates the need to print all Mainframe print output centrally and distribute manually.

Green Output Print (electronic printing for mainframes)

Mainframe electronic output to files on Austin Disk, eliminating the need to print the output.

Mainframe Print

Printed Via Document Solutions. Provides centralized bulk printing of Mainframe print output for CSU's across campus

PRINT SERVICES

UT Print

Student printing on campus.

PROFESSIONAL SUPPORT SERVICES

MITs Desktop Support

The MITs team provides managed technical desktop support for colleges, schools and departments.

ITS Managed Lab Support

Professional computer Lab management services.

Managed Server Support

Professional management of servers for all ITS-owned and managed services.

Custom Solutions

Contract application development and maintenance services provided by ITS to CSUs across campus.

CAMPUS STORE

Campus Computer Store

Provides hardware and software sales and services



CLIENT SUPPORT

HARD DRIVE DESTRUCTION

Hard Drive Destruction

Safe, secure destruction of hard drives that may contain sensitive classified data

SOFTWARE DEVELOPMENT TRAINING

Software Development Training Program

Mainframe and Python/Django training for new hires (ITS and CSUs). In process of being closed

CHECK PRINTING

Check Printing

150,000 payroll and accounting checks printed per year

LOANER LAPTOPS

Faculty Loaner Laptop Program

Offers international travelers and researchers the option of checking-out a temporary laptop for up to 90 days

AWARDS PROGRAM

LIFT Program

One-time seed money for innovative technology. *(This service is being retired)*