

ID	Service Name	Description of Service	Business Owner	UIT Service Manager	UHS?
ACADEMIC					
1	Classroom Technologies Support (GPA)	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	Danny Truong	No
2	Learning Management System (Blackboard)	Operation of the Learning management systems for course delivery.	Jeffrey Morgan	Haseen Mazhar	Yes
3	Lecture Capture (MediaSite)	Provisioning of capture services and internet streaming of classroom lectures	Jeffrey Morgan	Diane Trippel	No
4	QuestionMark	Administration of the QuestionMark application	Jeffrey Morgan	Haseen Mazhar	No
5	Streaming Services (MediaSite, iTunesU, YouTube)	Administration of technologies to support the distribution of streaming media	Jeffrey Morgan	Diane Trippel	Yes
ADMINISTRATIVE					
6	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.	Haseen Mazhar	No
7	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.	Administration	Keith Martin	Yes
8	College/Division Technology Reviews	The CTR program is a 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	Rita Barrantes	No
9	Data Warehouse (Hyperion)	Administration of data warehouse technologies used for reporting and data analysis	Various. E.g. Finance, Enrollment Management.	Haseen Mazhar	Yes
10	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	Eric Block	No
11	Electronic Access Control System (LENEL)	Administration of the LENEL access control system used for electronic access to campus buildings.	Malcom Davis	Haseen Mazhar	No
12	Emergency Management System (Everbridge)	Administration of the emergency notification system to handle campus communications during emergency situations	Mark Rosanes	Diane Trippel	Yes

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13	Employee Self-Service (PASS)	Administration of the self-service enterprise PeopleSoft solution to access HR services	Joan Nelson	Keith Martin	Yes
14	Employee Training (TAP)	Training Access Portal (TAP) for UHS employees	Joan Nelson	Haseen Mazhar	Yes
15	Facilities Management (FAMIS)	Integrated workplace management system for space management and facilities maintenance	Emily Messa	Haseen Mazhar	No
16	Faculty/Course Evaluation System	Administration of the faculty/course evaluation system	Patrick Daniel	Haseen Mazhar	No
17	Financial IS (PeopleSoft Finance)	Management of the enterprise financial solution PeopleSoft Finance for UHS/UH	Karin Livingston	Keith Martin	Yes
18	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	Keith Martin	Yes
19	Grants Management IS (PeopleSoft Grants Management)	Enterprise PeopleSoft application for research grants administration	Beverly Rymer	Keith Martin	Yes
20	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	Haseen Mazhar	No
21	Human Resources IS (PeopleSoft HR and Payroll)	Human Resource solution for timesheet management, performance management, compensation, and other personnel information	Joan Nelson	Keith Martin	Yes
22	Intrusion/Panic Alarm Systems	Maintenance of intrusion alarm systems that detect physical access to monitored areas and panic alarms	Malcom Davis	James Schexneider	No
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	Haseen Mazhar	No
24	Parking Management System	Parking application to manage citations, fines, parking decals, and applications	Emily Messa	Haseen Mazhar	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	Haseen Mazhar	No
26	Portal Services (PeopleSoft UHS Portal)	Portal services to access UHS/UH PeopleSoft applications	Mara Affre	Keith Martin	Yes
27	Student IS (Enrollment Planning)	Enterprise student systems; data analytics, financial aid award analysis	Maureen Croft, UH	Steve Webb	No
28	Student IS (Enrollment)	Enterprise student systems: recruiting, admissions, registration, and records, financial aid, room scheduling, academic advising degree audit, ISS SEVIS, LCC, CSD, TAP advisors.	Katina McGhee	Steve Webb	Yes
29	Student IS (Financials)	Enterprise student systems; tuition and fee calculation, book loans, billing, accounts receivables, general ledger interface.	Katina McGhee	Steve Webb	Yes

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30	Student IS (Graduate Admissions)	Enterprise student systems; graduate admissions processing and professional schools support	Katina McGhee	Steve Webb	Yes
31	Student IS (Institutional Planning and Analysis)	Enterprise student systems; institutional research, Coordinating Board reporting	Katina McGhee	Steve Webb	Yes
32	Surveillance Camera Systems	Installation and maintenance of technology infrastructure for surveillance cameras installed in multiple campus locations	Malcom Davis	James Schexneider	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	Keith Martin	No
34	UH Mobile Platform (Redline)	UH Redline is the official mobile app for UH. TSS develops new services and features based on feedback from UHstudents and partners with Student Services to deliver this app to the community.	Administration	Robert Birkline	No
35	University Advancement IS	Administration of enterprise Advancement information systems for prospect analysis, donor tracking, and gift processing.	Steve Mueller	Keith Martin	No
36	Web Presence (UHS.edu/UH.edu)	Administration of the UHS/UH main website	Administration	Diane Trippel	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	Robert Birkline	No
38	Answerpoint for UHMain Listed Number (University Call Center)	Management of incoming calls to University main phone number 3-1000, including response to inquiries as first point of contact and call routing.	Administration	Leroy Mays	No
39	Audio and Video Production	Creation of audio and video media used in research, instruction, documentation, and marketing/communications purposes.	Administration	Phil Booth	No
40	Backup Services (IBM Tivoli - TSM)	Provision of data backup services for University servers, desktops, and laptops.	Administration	Eric Block	No
41	Call Center Services (CISCO)	Administration of call center services 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	Omar Farooq	No
42	Campus subscriptions to IT professional organizations (Educause)	Membership to IT organizations Educause to access IT research papers, industry benchmarks, and collaborate with industry peers	Administration	Bill Spindler	Yes
43	Client Management (SCCM)	Client management including centralized and remote administration of desktops/laptops/mobile devices for image installations, application upgrades, security patches, and remote assistance.	Administration	Jody Gillit	No

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44	Collaboration Services (SharePoint, Office 365)	Application administration, training, and support of MS SharePoint and Office 365 for the purpose of supporting collaboration	Administration	Jody Gillit	No
45	Computer Labs (SHRL common areas)	Management of computing labs including desktops, laptops, printers and other peripherals	Administration	Leroy Mays	No
46	CRM Services	Administration of customer relationship management tools (faq, chat, and email distribution)	Administration	Diane Trippel	No
47	DHCP Services (IP Addresses)	Allocation of IP addresses for University resources, servers and printers	Administration	Eric Block	No
48	Digital Signage	Administration of the centralized application that controls campus electronic displays, and support of electronic displays installed in UIT-managed areas.	Administration	Mark Rosanes	No
49	Directory Services (LDAP/Active Directory)	Administration of domain services and hierarchical directory of organizational resources such as users, computers, printers, and sites.	Administration	Eric Block	Yes
50	Document Imaging	Administration of the enterprise document imaging solution for capturing and storing document images integrated with PeopleSoft ERP solutions	Administration	Keith Martin	Yes
51	Email (Exchange)	Administration and service support of the campus email services	Administration	Jody Gillit	No
52	Fax Services (Digital and Analog)	Administration and support of digital and analog fax services available to administrative units	Administration	Omar Farooq	No
53	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	Keith Martin	No
54	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	Eric Block	Yes
55	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	Eric Block	No
56	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	Brian Walker	No
57	IT Project Management	Provision of IT PM Services for colleges and divisions for Capital Projects and Network Infrastructure projects.	Administration	Rita Barrantes	No

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58	IT Support/HelpDesk	Provision of help desk support of UIT services by telephone, chat, walk-ins, email, and FAQs	Administration	Leroy Mays	No
59	Laptop Check-out	Provision of laptop loan services for students during the academic semesters	Administration	Leroy Mays	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	Diane Trippel	No
61	Network Connectivity (Internet, Internet2, Intranet)	Management and administration of network services including Internet, Internet2, and Intranet	Administration	Charles Chambers	Yes
62	Portal Services (AccessUH)	Administration and development of the University single sign-on portal used for accessing multiple campus IT applications	Administration	Robert Birkline	No
63	Printing Services (Uniprint)	Administration of centralized printing solution and support of print kiosks in computing labs and high-density areas	Administration	Leroy Mays	No
64	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	Debbie Samuels	Yes
65	Secure Socket Layer Certificates	Administration and monitoring of SSL certificates for campus servers and domains.	Administration	Brian Walker	Yes
66	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	Jana Chvatal	Yes
67	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	Jana Chvatal	Yes
68	Service Management Solutions (Remedy and CAM)	Administration of central service management system and distribution of licensing to colleges and divisions	Administration	Diane Trippel	No
69	Software	Management of campus-wide site licenses and license distribution and download.	Administration	Leroy Mays	Yes
70	Telephone Services (Long Distance)	Administration of long-distance (international and national) telephone services available on campus by using authorization codes	Administration	Omar Farooq	No
71	IP Television (Philo)	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	Phil Booth	No
72	Training System (CSATS)	Computer security awareness training for students	Administration	Jana Chvatal	No

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73	Unified Communications (Skype for Business)	Administration and deployment of unified communications (telephony, voicemail, IM, video conferencing, desktop collaboration)	Administration	Omar Farooq	No
74	Video Conferencing (Administrative Conference Rooms)	Scheduling and maintenance of video conferencing facilities for use by the community in designated conference rooms	Administration	Danny Truong	No
75	Video Conferencing (Vidyo, Zoom)	Administration of classroom video conferencing to provide distance education through interactive video	Jeff Morgan	Diane Trippel	Yes
76	Virtual Private Network (VPN)	Authenticated and secure remote (off-campus) access to campus computing resources	Administration	Charles Chambers	Yes
77	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	Keith Martin	Yes
78	Web Content Management System (Hannon Hill)	Administration of the University solution for web content management	Administration	Diane Trippel	No
79	Web Publishing/Design	Professional services for Web publishing and design. Web and mobile application design and development.	Administration	Robert Birkline	No
80	Wi-Fi (UHSecure, UHWireless, Eduroam)	Administration, management, and support of campus Wi-Fi services. UHSecure (authenticated - faculty/staff/students), UHWireless (open - guests), Eduroam (authenticated - UHS, HigherEd participants)	Administration	Rita Barrantes	No
81	Wired Campus Network (access network)	Installation and maintenance of the wired network infrastructure providing network access to the community.	Administration	James Schexneider	No
82	Wired Campus Network (core and distribution network)	Installation and maintenance of wired network infrastructure providing network connectivity to the community.	Administration	Charles Chambers	Yes
83	Wired System Network	Installation and maintenance of the core wired network infrastructure providing network interconnections across the UH System Universities.	Administration	Charles Chambers	Yes
RESEARCH					
84	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	Keith Crabb	No
85	High Performance Research Networks (LEARN, RenoH)	High bandwidth network for high performance computing needs	Deniz Gurkin	Charles Chambers	Yes
86	Science DMZ Networks	Installation and maintenance of high performance network connectivity to research labs.	Deniz Gurkin	Charles Chambers	No