UNIVERSITY of HOUSTON

ID	Service Name	Description of Service	Business Owner	UIT Service Manager	UHS?
ACADEMIC					
1	Classroom Technologies Support	Maintenance, incident support, and installation assistance for classroom technologies in general purpose classrooms. Portable equipment checkout, classroom technology training and assistance designing technology spaces.	Jeffrey Morgan	Leroy Mays	No
2	Streaming Services - Academic (MediaSite)	Administration of technologies to support the distribution of streaming media for academic use.	Jeffrey Morgan	Matthew Castillo	No
ADMINISTRATIVE					
3	Annual Financial Reporting BI Service	Administration of Hyperion and Data Warehouse business intelligence technologies used to support the financial reporting office.	Lavonda Luckett / Financial Reporting Office	Robert Li	Yes
4	Audio and Video Production	Production of audio and video for events and to produce marketing videos for colleges and departments.	Administration (A&F)	Matthew Castillo	No
5	Budget Planning Service (CoogPlan)	Administration of Business Intelligence and Data Warehouse technologies to support the UHS/UH Planning and Budgeting system.	Barbara, Duarte/Budget Office	Robert Li	Yes
6	Campus subscriptions to IT professional organizations (Educause)	Membership to IT organizations like Educause to access IT research papers, industry benchmarks, and collaborate with industry peers.	Administration (A&F)	Sonia Morales	Yes
7	Client Management (MS SCCM)	Administration of client management including centralized and remote desktops/laptops/mobile devices for image installations, application upgrades, security patches, and remote assistance.	Administration (A&F)	Andy Moon	No
8	Computer Labs (SHRL common areas)	Management of computing labs including desktops, laptops, printers and other peripherals.	SHRL	Kirven McKissic	No
9	CRM Services (GetHelp/SendIt)	Administration of customer relationship management tool (faq [gethelp knowledge base], chat [gethelp spark], and email distribution [SendIt]).	Administration (A&F)	Robert Birkline	No
10	Dashboards and Data Analytics (Tableau BI)	Administration of BI technologies such as data extractor, dashboards to facilitate decision making (e.g. enrollment management, SHRL).	Various: Enrollment Management, Institutional Research, Finance, HR, IT	Robert Li	Yes
11	Digital Signage (Poppulo/Four Winds Interactive)	Administration of the centralized application that controls campus electronic displays, and support of electronic displays installed in UIT-managed areas.	Administration (A&F)	Mark Rosanes	No
12	Electronic Access Control System (LENEL, AccessNSite)	Administration of the application/database servers and data integration for the LENEL and AccessNSite access control system used for electronic access to campus buildings.	David Oliver	Tuong Ho	No

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13	Email Protection (Proofpoint)	Administration of email flow to reduce malware, spam and abuse of email.	Administration (A&F)	Eric Mims	Yes
14	Employee Training (TAP)	Administration of the Training Access Portal (TAP) for UHS employees.	Gaston Reinoso	Fidel Ramirez	Yes
15	Endpoint protection (CrowdStrike)	Administration of endpoint protection services restricting malware.	Administration (A&F)	Eric Mims	Yes
16	Enterprise Application Security Assessments / Data Feed Review	Management of security assessments of enterprise systems and data feeds to identify security risks and offer mitigation strategies for reducing or eliminating risk.	Administration (A&F)	Anthony Scaturro	Yes
17	Federated Single Sign-On (MS 365)	Administration and deployment of Single Sign-On (SSO) integration using Microsoft 365 (MS 365) as the SSO authentication source (Identity Provider). Departments/Colleges with appropriately configured and approved on-premise and/or cloud applications may request approval and implementation services for SSO integration to MS 365.	Administration (A&F)	Tuong Ho	No
18	Federated Single Sign-On (Shibboleth)	Administration of the federated Single Sign-On using Shibboleth Identity Provider (IdP) Service in conjunction with federation memberships e.g. InCommon and Texas Trust.	Administration (A&F)	Keith Martin	No
19	Financial Management Reporting BI service	Administration of Hyperion and Data Warehouse business intelligence technologies to facilitate UHS/UH financial management reporting and data analytics.	Barbara Duarte/Budget Office	Robert Li	Yes
20	Grants Management IS (PeopleSoft Grants Management)	Management and Support of Enterprise PeopleSoft application for research grants administration.	David Schultz	Muhammad Soonasra	Yes
21	Hosted Services	Server administration of virtual server infrastructure (for supported versions of Microsoft Windows Server and Red Hat Enterprise Linux) located in the computing center and managed by UIT. Services provided to Colleges and Divisions through a Service Level Agreement.	Administration (A&F)	Shivi Pawa; Reggie Beavers	No
22	Hosted Services Security Assessments	Assessments of hosted service security elements and recommended controls for protection of UHS data.	Administration (A&F)	Anthony Scaturro	Yes
23	Housing Management System and Self-Services (RMS Mercury)	Administration of Housing management system for current and future residents for managing housing applications, room assignments, and check-ins.	Don Yackley	Tuong Ho	Yes
24	Incident Management: Forensics, Response & Reporting	Management of security incident investigation and documentation.	Administration (A&F)	Eric Mims	Yes

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25	Intrusion/Duress Alarm Systems	Management of intrusion alarm systems that detect physical access to monitored areas and duress alarms.	Ceaser Moore	James Schexneider	No
26	IT Project Management	Project Portfolio and Project Management of IT Projects related to Capital Projects and Network Infrastructure projects.	Administration (A&F)	Rita Barrantes	No
27	IT Service Assurance	Management of the IT Service Assurance program to provide annual IT service metrics to Colleges and Divisions.	Administration (A&F)	Rita Barrantes	Yes
28	Legacy Student IS (LegacySIS)	Administration of UH/UHV legacy student data and transcripts.	Scott Sawyer	Tuong Ho	Yes
29	Non-emergency Text Messaging and Automated Phone Calling (Twilio)	Assistance with setting up non-emergency text messaging and automated phone calling services for departments on campus using Twilio.	Administration (A&F)	Robert Birkline	No
30	Parking Management System (T2)	Administration of parking application to manage citations, fines, parking decals, and applications.	Emily Messa	Tuong Ho	No
31	Pay Television (CampusTV)	Acquisition and distribution of satellite television channels on campus. Technology administration of IPTV services to provide video programming over the University's data network on a cost-recovery basis.	Administration (A&F)	Matthew Castillo	No
32	Point-of-Sales Systems (Agilysys)	Administration of PoS systems for processing of payments installed in multiple campus stores and locations.	Emily Messa	Tuong Ho	No
33	Public Safety Radio Distributed Antenna System (DAS)	Management of technology infrastructure for specialized DAS service installed in multiple campus locations under the UH Police Department request.	Ceaser Moore	John Kojak	No
34	Queuing and Appointment System (CougarQ)	Administration and development of virtual queueing and appointment system.	Emily Messa	Tuong Ho	No
35	Security Awareness Communications and Training	Provision of information security awareness communications, training, and presentations, including the delivery of mandatory employee security awareness training. Development of custom awareness workshops tailored to the specific needs of a college, division or department.	Administration (A&F)	Jana Chvatal	Yes
36	Security Camera Systems	Management of technology infrastructure for surveillance cameras installed in multiple campus locations.	Ceaser Moore	James Schexneider	No
37	Security Operations Center	Daily monitoring and identification of incoming security threats to the university network.	Administration (A&F)	Eric Mims	Yes

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38	Security Risk and Compliance Assessments	Management of security risk assessments of data and IT assets to identify security risks and offer mitigation strategies for reducing or eliminating risk.	Administration (A&F)	Jana Chvatal	Yes
39	Security Systems Design	Planning and Design of physical security systems, access control, video surveillance, intrusion/duress alarm systems and emergency call stations.	UHPD	Charles Way	Yes
40	Software Distribution	Management of campus-wide site licenses and license distribution and download.	Administration (A&F)	Leroy Mays	Yes
41	Streaming Services - Administrative (Vimeo, YouTube, Facebook, Teams, Zoom)	Administration of technologies to support the distribution of streaming media for non-academic use.	Administration (A&F)	Matthew Castillo	No
42	Student IS (Enrollment)	Administration of enterprise student systems: recruiting, admissions, registration, and records, financial aid, room scheduling, academic advising degree audit, ISS SEVIS, LCC, CSD, TAP advisors, and external integrations. UH only: data analytics and financial aid award analysis.	Katina McGhee	Khalid Bhatti	Yes
43	Student IS (Financial Aid)	Administration of enterprise student systems: ISIR, Pell Grants, Direct Loan, FISAP, Work Study, and external integrations.	Katina McGhee	Leo Moreno	Yes
44	Student IS (Graduate Admissions)	Administration of enterprise student systems: graduate admissions processing and professional and medical schools support.	Katina McGhee	Khalid Bhatti	Yes
45	Student IS (Institutional Research and Effectiveness)	Administration of enterprise student systems: institutional research, Coordinating Board reporting.	Katina McGhee	Leo Moreno	Yes
46	Student IS (Student Financials)	Administration of enterprise student systems: tuition and fee calculation, book loans, billing, accounts receivables, general ledger interface, and external integrations.	Katina McGhee	Leo Moreno	Yes
47	Student Training / Title IX Training	Administration of student training portal for UHS students.	Rebecca Lake	Fidel Ramirez	Yes
48	Technology Reviews (Campus/Colleges/Divisions)	Management of the Technology Review (TR) program that provides technology consulting and comprehensive assessment of IT services.	Administration (A&F)	Rita Barrantes	Yes
49	Time & Effort Reporting IS (Maximus ERS)	Administration of Time & Effort Reporting application for Principal Investigators (PI's) to certify time and effort on Research Grant / Contract projects.	David Schultz	Muhammad Soonasra	No
50	Unified Dashboard	Administration and development of the unified dashboard for various systems including AccessUH, A&F KPI, Finance, HR, LUG and UIT.	Administration (A&F)	Tuong Ho	Yes
51	University Calendar (LiveWhale)	Administration of the comprehensive university-wide events calendar that is used for both Web and Mobile views.	UH Marketing	Robert Birkline	No

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52	Video Conferencing Design (Administrative Conference Rooms)	Design consultation of administrative video conferencing facilities for use by the community in designated areas.	Administration (A&F)	Leroy Mays	No
53	Vulnerability Scanning	Administration of vulnerability scanning for internal and external IP addresses and web applications to identify vulnerabilities that need to be mitigated.	Administration (A&F)	Gautam Taneja	Yes
54	Web Publishing/Design	Provision of professional services for Web publishing and design. Web and mobile application design and development.	Administration (A&F)	Robert Birkline	No
CORE SERVICES					
55	Account and Access Management (Remedy)	Administration of accounts for UH faculty, staff, and students for the purpose of supporting instructional, research, and administrative systems. (CougarNet and Web accounts).	Administration (A&F)	Kimberly Moody	No
56	Answerpoint for UH Main 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 (A&F)	Leroy Mays	No
57	Backup Services (IBM Spectrum Protect)	Provision of data backup services for University servers with mission critical data.	Administration (A&F)	Reggie Beavers	Yes
58	Call Center Services (Anywhere365)	Administration of call center services to manage call routing in support of multiple University helpdesk services.	Various (e.g. Enrollment services, UIT Support services, FIXIT, UH Parking, and UH Call Center).	John Kojak	No
59	Collaboration Services (SharePoint, Office 365)	Administration of MS SharePoint and Office 365 for the purpose of supporting collaboration in all UH environments.	Administration (A&F)	Andy Moon	No
60	Cougar Card System (Atrium)	Administration of multi-purpose university access card used for services such as dining, convenience stores, building access, events, and printing.	Emily Messa	Tuong Ho	No
61	DHCP Services (IP Addresses)	Allocation of IP addresses for University resources, servers and printers.	Administration (A&F)	Charles Chambers	No
62	Directory Services (LDAP/Active Directory)	Administration of domain services and hierarchical directory of organizational resources such as users, computers, printers, and sites.	Administration (A&F)	Shivi Pawa	Yes
63	Domain Name Service (DNS)	Administration of registration and operations of Domain Name Service for the University's domains. These include "uh.edu", "uhs.edu", and "houston.edu".	Administration (A&F)	Charles Chambers	Yes

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64	Email (Exchange)	Administration and service support of the campus email services.	Administration (A&F)	Andy Moon	No
65	Emergency Management System (Everbridge)	Administration of the emergency notification system to handle campus communications during emergency situations.	Ginger Walker	Mark Rosanes	Yes
66	Emergency Telephony Services	Management of campus safety telephony services such as code blue (SIP), elevator lines (analog) and ring down phones (SIP).	Ceasar Moore	John Kojak	Yes
67	Employee Self-Service (PASS)	Administration of the self-service enterprise PeopleSoft solution to access HR services.	Gaston Reinoso	Keith Martin	Yes
68	Enterprise Process Document Imaging	Administration of the enterprise document imaging solution for capturing and storing documents integrated with PeopleSoft ERP solutions.	Administration (A&F)	Muhammad Soonasra	Yes
69	Enterprise Systems Infrastructure	Management of physical and virtual server infrastructure located in the UH Data center, PGH and Victoria. Includes database administration for Campus solutions, HR/Payroll , Finance, AccessUH and other data centric services.	Various (e.g. Administration , Colleges, Divisions)	Keith Martin	Yes
70	Facilities Management (AssetWorks)	Provision of data integration for the Facilities Management system.	David Oliver	Tuong Ho	No
71	Fax Services (Digital and Analog)	Administration of digital and analog fax services available to administrative units.	Administration (A&F)	John Kojak	No
72	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 (A&F)	Shivi Pawa	No
73	Financial IS (PeopleSoft Finance)	Administration of the enterprise financial solution PeopleSoft Finance for UHS/UH.	Usha Mathew	Mike Chang	Yes
74	Human Resources IS (PeopleSoft HR and Payroll)	Administration of human resource solution for timesheet management, performance management, compensation, and other personnel information.	Gaston Reinoso	Keith Martin	Yes
75	IT Support/HelpDesk	Provision of help desk support of UIT services by telephone, chat, walk-ins, email, text, and FAQs.	Administration (A&F)	Leroy Mays	No
76	Learning Management System (Canvas)	Consulting and oversight of the Learning Management System (LMS) for course delivery.	Jeffrey Morgan	Fidel Ramirez	Yes
77	Marketing and Communication Email Distribution (SendIT)	Administration of technologies in support to bulk email communications for marketing/communication purposes.	Administration (A&F)	Mark Rosanes	No

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78	Mass Email (Listserv)	Provision of internal Listserv software for group email communications including emergency class email distribution.	Administration (A&F)	Robert Birkline	No
79	Mobile Services (Modo)	Administration of Modo Campus App, a Content Management System, that provides a platform to create and publish content to the University mobile app, UH Go.	Lisa Holdeman (Modo); Jeff Morgan (Provost) and Scott Sawyer (Registrar)	Jody Gillit	No
80	Multi-Factor Authentication Integration Service (Duo)	Provision of multi-factor authentication (MFA/2FA) integration and services for UH mission critical applications. Provides the user with the ability to enter a second factor authentication (e.g. Push to Phone/Approve, SMS PassCode, Hardware Token, WebAuthn) of something they have after entering something they know (username/password).	Administration (A&F)	Shivi Pawa	Yes
81	Network Connectivity (Internet, Internet2, Intranet)	Management of network services including Internet, Internet2, and Intranet.	Administration (A&F)	Charles Chambers	Yes
82	Portal Services (AccessUH)	Administration and development of the University single sign-on portal used for accessing multiple campus applications.	Administration (A&F)	Tuong Ho	No
83	Portal Services (TAP)	Administration and development of a single sign-on portal used for accessing UHS applications for UHD, UHV and UHCL campuses.	Administration (A&F)	Tuong Ho	Yes
84	Printing Services (Uniprint)	Administration of centralized printing solution and support of print kiosks in computing labs and high-density areas.	Administration (A&F)	Andy Moon	No
85	Secure Socket Layer Certificates	Administration and monitoring of SSL certificates for campus servers and domains.	Administration (A&F)	Jana Chvatal	Yes
86	Telephone Services (Long Distance)	Administration of long-distance (international and national) telephone services available on campus by using authorization codes.	Administration (A&F)	John Kojak	No
87	Ticketing System (Crow Canyon)	Administration of the ticketing system for the University of Houston including IT and other colleges and divisions.	Administration (A&F)	Kimberly Moody	No
88	Unified Communications (MS Teams Telephony)	Administration and deployment of unified communications (telephony, voicemail, IM, video conferencing, desktop collaboration).	Administration (A&F)	John Kojak	No
89	University Advancement IS	Consulting and oversight of the enterprise Advancement information system for prospect analysis, donor tracking, and gift processing.	Steve Mueller	Muhammad Soonasra	No
90	Video Conferencing (MS Teams, Zoom)	Administration of classroom video conferencing to provide distance education through interactive video.	Jeff Morgan	Leroy Mays	Yes
91	Virtual Private Network (VPN)	Management of authenticated and secure remote (off-campus) access to campus computing resources.	Administration (A&F)	Charles Chambers	Yes

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92	Web Content Management System (Hannon Hill)	Administration of the University solution for web content management.	UH Marketing	Robert Birkline	No
93	Web Load Balancing (NetScaler)	Provision of load balancing and SSL off-loading for web services.	Administration (A&F)	Charles Chambers	Yes
94	Web Presence (UHSystem.edu/UH.edu)	Administration of the UHS/UH main website.	UH Marketing	Robert Birkline	Yes
95	Wi-Fi (UHSecure, UHGuest, Eduroam)	Administration, management, and support of campus Wi-Fi services. UHSecure (authenticated - faculty/staff/students), UHGuest (open - guests), Eduroam (authenticated - UHS, HigherEd participants).	Administration (A&F); Don Yackley (SHRL); Eve Esch (DSA)	Brandon Stratton	No
96	Wired Campus Network (access network)	Management of the wired network infrastructure providing access network to the community.	Administration (A&F)	James Schexneider	No
97	Wired Campus Network (core and distribution network)	Management of the wired network infrastructure providing inter-building network connectivity.	Administration (A&F)	Charles Chambers	No
98	Wired System Network	Management of the core wired network infrastructure providing network interconnections across the UH System Universities.	Administration (A&F)	Charles Chambers	Yes
RESEARCH					
99	High Performance Computing (RCC)	Management of high performance computing technologies for research purposes. Research system administration specializing in clusters as well as stand alone.	DSI – Claudia Neuhauser	Keith Crabb	Yes
100	High Performance Research Networks (LEARN, RenoH)	Management of high bandwidth network for high performance computing needs.	Administration (A&F)	Charles Chambers	Yes
101	Research Compliance IS (Click ICON System)	Management and Support of Click ICON system for Research Integrity and Oversight office (IRB, IACUC and COI).	David Schultz; Laura Gutierrez	Muhammad Soonasra	No
102	Science DMZ Networks	Management of high performance network connectivity to research labs.	Administration (A&F)	Charles Chambers	No