

| ID | Service Name | Description of Service | Business Owner | UIT Service Manager | UHS? |
|----------------|--|---|---|---------------------|------|
| ACADEMIC | | | | | |
| 1 | Classroom Technologies Support | 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 | Xenia Callier | No |
| 2 | Learning Management System (Blackboard) | Administration of the Learning management systems for course delivery. | Jeffrey Morgan | Fidel Ramirez | Yes |
| 3 | Streaming Services (MediaSite, iTunesU, YouTube) | Administration of technologies to support the distribution of streaming media. | Jeffrey Morgan | Matthew Castillo | Yes |
| ADMINISTRATIVE | | | | | |
| 4 | Annual Financial Reporting BI Service | Administration of Hyperion and data warehouse business intelligence technologies used to support the financial reporting office. | Kevin Draper/ Financial Reporting Office | Robert Li | Yes |
| 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 | 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 (e.g. Enrollment Management, Institutional Research, Finance, HR, IT) | Robert Li | Yes |
| 7 | Electronic Access Control System (LENEL/AccessNSite) | Administration of the LENEL and AccessNSite access control system used for electronic access to campus buildings. | David Oliver | Tuong Ho | No |
| 8 | Emergency Management System (Everbridge) | Administration of the emergency notification system to handle campus communications during emergency situations. | Kelly Boysen | Mark Rosanes | Yes |
| 9 | Employee Self-Service (PASS) | Administration of the self-service enterprise PeopleSoft solution to access HR services. | Gaston Reinoso | Keith Martin | Yes |
| 10 | Employee Training (TAP) | Administration of the Training Access Portal (TAP) for UHS employees. | Gaston Reinoso | Fidel Ramirez | Yes |
| 11 | Facilities Management (FAMIS) | Administration of the integrated workplace management system for space management and facilities maintenance. | David Oliver | Tuong Ho | No |
| 12 | Financial IS (PeopleSoft Finance) | Administration of the enterprise financial solution PeopleSoft Finance for UHS/UH. | Karin Livingston | Mike Chang | Yes |

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| 13 | 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 |
| 14 | Grants Management IS (PeopleSoft Grants Management) | Management and Support of Enterprise PeopleSoft application for research grants administration. | Beverly Rymer | Muhammad Soonasra | Yes |
| 15 | Housing Management System and Self-Services (RMS) | Administration of Housing management system for current and future residents for managing housing applications, room assignments, and check-ins. | Don Yackley | Tuong Ho | No |
| 16 | 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 |
| 17 | Intrusion/Panic Alarm Systems | Management of intrusion alarm systems that detect physical access to monitored areas and panic alarms. | Ceaser Moore | James Schexneider | No |
| 18 | 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 |
| 19 | 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 |
| 20 | Legacy Student IS (LegacySIS) | Administration of UH/UHV legacy student data and transcripts. | Scott Sawyer | Tuong Ho | Yes |
| 21 | One Card System (TouchNet) | 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 |
| 22 | Parking Management System (T2) | Administration of parking application to manage citations, fines, parking decals, and applications. | Emily Messa | Tuong Ho | No |
| 23 | Point-of-Sales Systems (TouchNet) | Administration of PoS systems for processing of payments, installed in multiple campus stores and locations. | Emily Messa | Tuong Ho | No |
| 24 | Security Camera Systems | Management of technology infrastructure for surveillance cameras installed in multiple campus locations. | Ceaser Moore | James Schexneider | No |
| 25 | 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 | Steve Webb | Yes |
| 26 | Student IS (Financials) | Administration of enterprise student systems: tuition and fee calculation, book loans, billing, accounts | Katina McGhee | Steve Webb | Yes |

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| | | receivables, general ledger interface, and external integrations. | | | |
| 27 | Student IS (Graduate Admissions) | Administration of enterprise student systems: graduate admissions processing and professional and medical schools support. | Katina McGhee | Steve Webb | Yes |
| 28 | Student IS (Institutional Research and Effectiveness) | Administration of enterprise student systems: institutional research, Coordinating Board reporting. | Katina McGhee | Steve Webb | Yes |
| 29 | Student Training/Title IX Training | Administration of student training portal for UHS students. | Toni Benoit, J.D. | Fidel Ramirez | Yes |
| 30 | 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 |
| 31 | 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. | Beverly Rymer | Muhammad Soonasra | No |
| 32 | University Advancement IS | Administration of enterprise Advancement information systems for prospect analysis, donor tracking, and gift processing. | Steve Mueller | Muhammad Soonasra | No |
| 33 | 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 |
| 34 | Web Presence (UHS.edu/UH.edu) | Administration of the UHS/UH main website. | UH Marketing | Diane Trippel | Yes |
| CORE SERVICES | | | | | |
| 35 | Account and Access Management | Administration of accounts for UH faculty, staff, and students for the purpose of supporting instructional, research, and administrative systems. (CougarNet, Web accounts and Peoplesoft Accounts). | Administration (A&F) | Robert Birkline | No |
| 36 | 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 |
| 37 | Audio and Video Production | Creation of audio and video media used for research, instruction, documentation, and marketing/communications purposes. | Administration (A&F) | Matthew Castillo | No |
| 38 | Backup Services (IBM Spectrum Protect) | Provision of data backup services for University servers, desktops, and laptops with mission critical data. | Administration (A&F) | Reggie Beavers | Yes |
| 39 | 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). | Omar Farooq | No |

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| 40 | 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) | Bill Spindler | Yes |
| 41 | Classroom Emergency Notification | Administration of the centralized application that controls digital signage in general purpose classrooms across campus. This includes hardware management, signage content, and integration with the UH Alert emergency notification system. | Kelly Boysen | Mark Rosanes | No |
| 42 | 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 |
| 43 | Collaboration Services (SharePoint, Office 365) | Administration of MS SharePoint and Office 365 for the purpose of supporting collaboration in non-academic environments. | Administration (A&F) | Andy Moon | No |
| 44 | Computer Labs (SHRL common areas) | Management of computing labs including desktops, laptops, printers and other peripherals. | SHRL | Leroy Mays | No |
| 45 | CRM Services | Administration of customer relationship management tools (faq, chat, and email distribution). | Administration (A&F) | Robert Birkline | No |
| 46 | DHCP Services (IP Addresses) | Allocation of IP addresses for University resources, servers and printers. | Administration (A&F) | Charles Chambers | No |
| 47 | Digital Signage (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 |
| 48 | 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 |
| 49 | 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 |
| 50 | Email (Exchange) | Administration and service support of the campus email services. | Administration (A&F) | Andy Moon | No |
| 51 | Emergency Telephony Services | Management of campus safety telephony services such as code blue (SIP), elevator lines (analog), and ring down phones (SIP). | Cesar Moore | Omar Farooq | Yes |
| 52 | Endpoint/Data protection | Administration of applications to identify sensitive data on systems and tools to ensure data is protected (i.e., Spirion, ePO, desktop encryption). | Administration (A&F) | Debbie Samuels | Yes |
| 53 | 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) | Debbie Samuels | Yes |

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| 54 | 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 |
| 55 | Enterprise Systems Infrastructure | Management of physical and virtual server infrastructure located in the UH Data center, PGH and Victoria. Includes database administration for Peoplesoft, Blackboard and other shared services. | Various (e.g. Administration , Colleges, Divisions) | Keith Martin | Yes |
| 56 | Fax Services (Digital and Analog) | Administration of digital and analog fax services available to administrative units. | Administration (A&F) | Omar Farooq | No |
| 57 | 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 |
| 58 | 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 |
| 59 | Hosted Services | Server administration of virtual server infrastructure located in the computing center and managed by UIT. Services provided to Colleges and Divisions through a Service Level Agreement. | Administration (A&F) | Keith Martin | No |
| 60 | Hosted Services Security Assessments | Assessments of Hosted Services security elements and recommended controls for protection of UHS data. | Administration (A&F) | Jana Chvatal | Yes |
| 61 | Incident Management: Forensics, Response & Reporting | Management of security incident investigation and documentation. | Administration (A&F) | Debbie Samuels | Yes |
| 62 | IP Television (Philo) | Acquisition and distribution of local television channels on campus. Technology administration of IPTV services to provide free video programming (national, local, and KUHT) over the University's data network. | Administration (A&F) | Matthew Castillo | No |
| 63 | 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 |
| 64 | Laptop Check-out | Provision of laptop loan services for students during the academic semesters. | Administration (A&F) | Kevin Vu | No |
| 65 | Marketing and Communication Email Distribution (SendIT) | Administration of technologies in support to bulk email communications, including LISTSERV for instructional and administrative purposes and SendIt for marketing/communications purposes. | Administration (A&F) | Mark Rosanes | No |
| 66 | Mobile Services (Modo/Appsian/Aruba) | 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. | Keidra Gaston | Sarah Borders | No |

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| 67 | Network Connectivity (Internet, Internet2, Intranet) | Management of network services including Internet, Internet2, and Intranet. | Administration (A&F) | Charles Chambers | Yes |
| 68 | 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 |
| 69 | Portal Services (AccessUH) | Administration and development of the University single sign-on portal used for accessing multiple campus IT applications. | Administration (A&F) | Tuong Ho | No |
| 70 | 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 |
| 71 | Secure Socket Layer Certificates | Administration and monitoring of SSL certificates for campus servers and domains. | Administration (A&F) | Jana Chvatal | Yes |
| 72 | 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 (A&F) | Jana Chvatal | Yes |
| 73 | Security Operations Center | Daily monitoring and identification of incoming security threats to the university network. | Administration (A&F) | Debbie Samuels | Yes |
| 74 | Security Risk and Compliance Assessments | Management of security and risk assessments of data and IT assets to identify security risks and offer mitigation strategies for reducing or eliminating the risk. | Administration (A&F) | Jana Chvatal | Yes |
| 75 | Security Systems Design | Planning and Design of physical security systems, access control, video surveillance, intrusion detection and code blue. | UHPD | Ron Harris | Yes |
| 76 | Service Management Solutions (Crow Canyon) | Administration of central service management system and distribution of licensing to colleges and divisions. | Administration (A&F) | Anita Bhakta | No |
| 77 | Software Distribution | Management of campus-wide site licenses and license distribution and download. | Administration (A&F) | Leroy Mays | Yes |
| 78 | Telephone Services (Long Distance) | Administration of long-distance (international and national) telephone services available on campus by using authorization codes. | Administration (A&F) | Omar Farooq | No |
| 79 | Ticketing System (Crow Canyon) | Administration of the ticketing system for the University of Houston including IT and other departments. | Administration (A&F) | Anita Bhakta | No |
| 80 | Unified Communications (Skype for Business) | Administration and deployment of unified communications (telephony, voicemail, IM, video conferencing, desktop collaboration). | Administration (A&F) | Omar Farooq | No |

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| 81 | Video Conferencing (Skype, Zoom) | Administration of classroom video conferencing to provide distance education through interactive video. | Jeff Morgan | Xenia Callier | Yes |
| 82 | Video Conferencing Design (Administrative Conference Rooms) | Design administrative video conferencing facilities for use by the community in designated areas. | Administration (A&F) | Omar Farooq | No |
| 83 | Virtual Private Network (VPN) | Management of authenticated and secure remote (off-campus) access to campus computing resources. | Administration (A&F) | Charles Chambers | Yes |
| 84 | Vulnerability Scanning | Administration of vulnerability scanning for internal and external IP addresses to identify vulnerabilities that need to be mitigated. | Administration (A&F) | Jana Chvatal | Yes |
| 85 | Web Content Management System (Hannon Hill) | Administration of the University solution for web content management. | Administration (A&F) | Robert Birkline | No |
| 86 | 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 |
| 87 | 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 (A&F) | James Schexneider | No |
| 88 | Wired Campus Network (access network) | Management of the wired network infrastructure providing access network to the community. | Administration (A&F) | James Schexneider | No |
| 89 | Wired Campus Network (core and distribution network) | Management of the wired network infrastructure providing inter-building network connectivity. | Administration (A&F) | Charles Chambers | No |
| 90 | 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 | | | | | |
| 91 | 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 |
| 92 | High Performance Research Networks (LEARN, RenoH) | Management of high bandwidth network for high performance computing needs. | Administration (A&F) | Charles Chambers | Yes |
| 93 | Research Compliance IS (Click ICON System) | Management and Support of Click ICON system for Research Integrity and Oversight office (IRB, IACUC and COI). | Kirstin Holzschuh | Muhammad Soonasra | No |
| 94 | Science DMZ Networks | Management of high performance network connectivity to research labs. | Administration (A&F) | Charles Chambers | No |