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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	Business Intelligence – Dashboards (Tableau)	Administration of BI technologies such as dashboards to facilitate decision making (e.g. enrollment management, SHRL).	Various. E.g. Enrollment Management, SHRL.	Robert Li	No
5	Data Warehouse (Hyperion)	Administration of data warehouse technologies used for reporting and data analysis.	Various. E.g. Finance, Enrollment Management, Budget Office.	Robert Li	Yes
6	Electronic Access Control System (LENEL)	Administration of the LENEL access control system used for electronic access to campus buildings.	Malcom Davis	Tuong Ho	No
7	Emergency Management System (Everbridge)	Administration of the emergency notification system to handle campus communications during emergency situations.	Malcolm Davis	Mark Rosanes	Yes
8	Employee Self-Service (PASS)	Administration of the self-service enterprise PeopleSoft solution to access HR services.	Gaston Reynoso	Keith Martin	Yes
9	Employee Training (TAP)	Administration of the Training Access Portal (TAP) for UHS employees.	Joan Nelson	Fidel Ramirez	Yes
10	Facilities Management (FAMIS)	Administration of the integrated workplace management system for space management and facilities maintenance.	David Oliver	Tuong Ho	No
11	Financial IS (PeopleSoft Finance)	Administration of the enterprise financial solution PeopleSoft Finance for UHS/UH.	Karin Livingston	Mike Chang	Yes
12	Grants Management IS (PeopleSoft Grants Management)	Management and Support of Enterprise PeopleSoft application for research grants administration.	Beverly Rymer	Muhammad Soonasra	Yes
13	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	Yes

14	Human Resources IS (PeopleSoft HR and Payroll)	Administration of human resource solution for timesheet management, performance management, compensation, and other personnel information.	Gaston Reynoso	Keith Martin	Yes
15	Intrusion/Panic Alarm Systems	Management of intrusion alarm systems that detect physical access to monitored areas and panic alarms.	Malcom Davis	James Schexneider	No
16	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
17	Parking Management System (T2)	Administration of parking application to manage citations, fines, parking decals, and applications.	Emily Messa	Tuong Ho	No
18	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
19	Security Camera Systems	Management of technology infrastructure for surveillance cameras installed in multiple campus locations.	Malcom Davis	James Schexneider	No
20	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
21	Student IS (Financials)	Administration of enterprise student systems: tuition and fee calculation, book loans, billing, accounts receivables, general ledger interface, and external integrations.	Katina McGhee	Steve Webb	Yes
22	Student IS (Graduate Admissions)	Administration of enterprise student systems: graduate admissions processing and professional and medical schools support.	Katina McGhee	Steve Webb	Yes
23	Student IS (Institutional Research and Effectiveness)	Administration of enterprise student systems: institutional research, Coordinating Board reporting.	Katina McGhee	Steve Webb	Yes
24	Student Training/Title IX Training	Administration of student training portal for UHS students.	Richard Baker	Fidel Ramirez	Yes
25	Technology Reviews (Campus/Colleges/Divisions)	Management of the Technology Review (TR) program that provides technology consulting and comprehensive assessment of IT services.	Administration	Rita Barrantes	Yes
26	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

27	University Advancement IS	Administration of enterprise Advancement information systems for prospect analysis, donor tracking, and gift processing.	Steve Mueller	Muhammad Soonasra	No
28	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
29	Web Presence (UHS.edu/UH.edu)	Administration of the UHS/UH main website.	UH Marketing	Diane Trippel	Yes
CORE SERVICES					
30	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	Robert Birkline	No
31	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	Leroy Mays	No
32	Audio and Video Production	Creation of audio and video media used for research, instruction, documentation, and marketing/communications purposes.	Administration	Matthew Castillo	No
33	Backup Services (IBM Tivoli - TSM)	Provision of data backup services for University servers, desktops, and laptops with mission critical data.	Administration	Eric Block	No
34	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
35	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	Bill Spindler	Yes
36	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	Andy Moon	No
37	Collaboration Services (SharePoint, Office 365)	Administration of MS SharePoint and Office 365 for the purpose of supporting collaboration in non-academic environments.	Administration	Andy Moon	No
38	Computer Labs (SHRL common areas)	Management of computing labs including desktops, laptops, printers and other peripherals.	SHRL	Leroy Mays	No
39	CRM Services	Administration of customer relationship management tools (faq, chat, and email distribution).	Administration	Diane Trippel	No
40	DHCP Services (IP Addresses)	Allocation of IP addresses for University resources, servers and printers.	Administration	Charles Chambers	No

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41	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	Mark Rosanes	No
42	Directory Services (LDAP/Active Directory)	Administration of domain services and hierarchical directory of organizational resources such as users, computers, printers, and sites.	Administration	Shivi Pawa	Yes
43	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	Charles Chambers	Yes
44	Email (Exchange)	Administration and service support of the campus email services.	Administration	Andy Moon	No
45	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	Debbie Samuels	Yes
46	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	Debbie Samuels	Yes
47	Enterprise Process Document Imaging	Administration of the enterprise document imaging solution for capturing and storing documents integrated with PeopleSoft ERP solutions.	Administration	Muhammad Soonasra	Yes
48	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)	Eric Block	Yes
49	Fax Services (Digital and Analog)	Administration of digital and analog fax services available to administrative units.	Administration	Omar Farooq	No
50	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	Keith Martin	No
51	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	No
52	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	Eric Block	No
53	Hosted Services Security Assessments	Assessments of Hosted Services security elements and recommended controls for protection of UHS data.	Administration	Jana Chvatal	Yes
54	Incident Management: Forensics, Response & Reporting	Management of security incident investigation and documentation.	Administration	Debbie Samuels	No

55	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	Matthew Castillo	No
56	IT Project Management	Project Portfolio and Project Management of IT Projects related to Capital Projects and Network Infrastructure projects.	Administration	Rita Barrantes	No
57	IT Service Assurance	Management of the IT Service Assurance program to provide annual IT service metrics to Colleges and Divisions.	Administration	Rita Barrantes	Yes
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	Kevin Vu	No
60	Marketing and Communication Email Distribution (SendIT)	Administration of technologies in support to bulk email communications, including LISTSERV for instructional and administrative purposes and RightNow for marketing/communications purposes.	Administration	Mark Rosanes	No
61	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.	Deana Kreitz	Sarah Borders	No
62	Network Connectivity (Internet, Internet2, Intranet)	Management of network services including Internet, Internet2, and Intranet.	Administration	Charles Chambers	Yes
63	Portal Services (AccessUH)	Administration and development of the University single sign-on portal used for accessing multiple campus IT applications.	Administration	Tuong Ho	No
64	Printing Services (Uniprint)	Administration of centralized printing solution and support of print kiosks in computing labs and high-density areas.	Administration	Andy Moon	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	Jana Chvatal	Yes
66	Secure Socket Layer Certificates	Administration and monitoring of SSL certificates for campus servers and domains.	Administration	Jana Chvatal	Yes
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	Administration	Jana Chvatal	Yes

		awareness workshops tailored to the specific needs of a college, division or department.			
68	Security Operations Center	Daily monitoring and identification of incoming security threats to the university network.	Administration	Debbie Samuels	Yes
69	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	Jana Chvatal	Yes
70	Service Management Solutions (Remedy)	Administration of central service management system and distribution of licensing to colleges and divisions.	Administration	Robert Birkline	No
71	Software Distribution	Management of campus-wide site licenses and license distribution and download.	Administration	Leroy Mays	Yes
72	Telephone Services (Long Distance)	Administration of long-distance (international and national) telephone services available on campus by using authorization codes.	Administration	Omar Farooq	No
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 Design (Administrative Conference Rooms)	Design administrative video conferencing facilities for use by the community in designated areas.	Administration	Omar Farooq	No
75	Video Conferencing (Skype, Zoom)	Administration of classroom video conferencing to provide distance education through interactive video.	Jeff Morgan	Xenia Callier	Yes
76	Virtual Private Network (VPN)	Management of authenticated and secure remote (off-campus) access to campus computing resources.	Administration	Charles Chambers	Yes
77	Vulnerability Scanning	Administration of vulnerability scanning for internal and external IP addresses to identify vulnerabilities that need to be mitigated.	Administration	Jana Chvatal	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	Provision of 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	James Schexneider	No
81	Wired Campus Network (access network)	Management of the wired network infrastructure providing access network to the community.	Administration	James Schexneider	No

82	Wired Campus Network (core and distribution network)	Management of the wired network infrastructure providing inter-building network connectivity.	Administration	Charles Chambers	No
83	Wired System Network	Management 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.	DSI – Claudia Neuhauser	Keith Crabb	No
85	High Performance Research Networks (LEARN, RenoH)	Management of high bandwidth network for high performance computing needs.	Administration	Charles Chambers	Yes
86	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
87	Science DMZ Networks	Management of high performance network connectivity to research labs.	Administration	Charles Chambers	No