

# **Research and Educational Technology Committee**

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9:00-10:15am., October 20, 2016, FAC 228D

I. 9:00-9:40 ITS Service Review (*Brad Englert*)

II. 9:40-10:00 Priorities (*Brad Englert*)

III. 10:00-10:15 Elect Chair



THE UNIVERSITY OF TEXAS AT AUSTIN  
INFORMATION TECHNOLOGY SERVICES

# ITS Service Plan Update October, 2016



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## **ITS 2016 Service Plan**

Background

Reviewing the Core Infrastructure

Next Steps



## ITS 2016 Service Plan: Background

- ITS has a significant budget deficit
- Reviewing every Service Offering to determine net costs by Service Offering
  - Includes all Service Centers and Common Good offerings
- Will work with governance to make recommendations on
  - Changing existing services
  - Charging for existing Common Good services
  - Removing services
  - Increasing budget via core funding and/or annual ITS fee
- Currently prioritizing all 145 Service Offerings



# ITS 2016 Service Plan: Reviewing Core Infrastructure

## 145 Unique Service Offerings

|           |                            |
|-----------|----------------------------|
| <b>65</b> | <b>Core Infrastructure</b> |
| <b>37</b> | <b>Critical</b>            |
| <b>20</b> | <b>Major</b>               |
| <b>17</b> | <b>Minor</b>               |
| <b>6</b>  | <b>Overhead</b>            |



# ITS 2016 Service Plan: Reviewing Core Infrastructure

- Core Infrastructure Definition:
  - Service Offerings that are required to operate the main technology components for campus
  - Examples include the mainframe, the network, the data center, the identity management system and the ID Center
- Currently 65 Service Offerings are designated as Core Infrastructure
- Want to make sure governance agrees on what is considered Core Infrastructure
  - Qualtrics survey 1: suggest additions or deletions to the Core Infrastructure components



# ITS 2016 Service Plan: Next Steps

- Review critical core infrastructure services with governance (Current Task)
- Solicit input into critical, major, minor services
- Review every Service Offering to determine net costs by Service Offering
- Make recommendations and review with governance
- Present recommendations to SITAB and Budget Council
- Obtain final budget resolution for all services
- Publish results for all governance groups



# Current list of ITS Service Offerings

Click to open:



Microsoft Excel  
Worksheet



| Service  | Offering  | Service or Project Description   | Priority            |
|--|---|--|---------------------|
| Accounts and Access                                | Austin Active Directory   | Austin Active Directory (Austin AD) provides the authentication infrastructure and Lightweight Directory Access Protocol (LDAP) for many critical campus services including Office365, Austin Disk, and UT-Virtualization. Austin AD also controls access and authorization for 25,000 computing resources in participating Colleges, Schools and Units (CSU's) and 600,000 students, faculty, staff and affiliates. | Core Infrastructure |
| Application Development Support (ADS)              | PyPE  | Middleware for Python and Django application development, deployment, and execution environment. Used by 70 departments and over 1,000 applications  | Core Infrastructure |
| Authentication                                     | Shibboleth  | Authentication Service for 50 externally hosted/cloud based systems  | Core Infrastructure |
| Authentication                                     | Two Factor Authentication                                       | Two-factor authentication is required to comply with UT System security mandates and to maintain security for high risk financial applications.  | Core Infrastructure |
| Authentication                                     | UTLogin   | Authentication Service for 150 departmental servers, plus UT Direct and major externally hosted systems like Canvas, UTLearn, and Workday (new integrations growing by 20% per year).  | Core Infrastructure |
| Authorization                                      | Apollo  | Apollo provides authorization management for mainframe applications  | Core Infrastructure |
| Authorization                                      | DPUSER  | DPUSER provides user account management and security authorizations for the mainframe environment  | Core Infrastructure |
| Building Access Controls & Security Services: BACS | Building Access Controls & Security Services and Video Security | 160 Campus Buildings & UT System Administration with Card Readers, Electronic Doors, Alarm Points, Panic Buttons: Card Readers / Doors growing 10 -15% / year; Cameras & Video growing 50 – 100% / year  | Core Infrastructure |
| Business Systems                                   | Mainframe Environment   | Adabas, Adabas Replicator, Credit Card, Mainframe, Natural, UT Direct, Task Manager, etc. used by most administrative and academic units on campus including Finance and Budgeting, HR, Registration and Student Information.  | Core Infrastructure |
| Cabling and Construction                           | Telecommunications Construction                                 | Maintenance, construction, and renovation of communication ductbanks, tunnels, conduits and related media pathways and spaces. (Fee for service)   | Core Infrastructure |
| Cabling and Construction                           | Telecommunications Cabling                                      | Installation, removal and maintenance of communications cabling (copper and fiber optic -- e.g. Ethernet cable). (Fee for service with recurring maintenance for some)   | Core Infrastructure |
| Learning Management System                         | Canvas  | Cloud-based Learning Management System used by faculty, staff, and students for collaboration, course materials, and assessment. 93% of all student courses are in Canvas.   | Core Infrastructure |
| Cellular communications                            | Distributed Antenna System (DAS)                                | Coordination, planning and vendor management of cellular services on campus.   | Core Infrastructure |

| Service                               | Offering            | Service or Project Description  | Priority            |
|---------------------------------------|---------------------|---|---------------------|
| Classroom Response Systems (clickers) | Iclicker            | Classroom Response Systems (CRS) are becoming essential technologies for UT classrooms and are especially useful for medium and large-sized classes (50-1,500 students). Classroom Response Systems provide invaluable data, both in real-time and for later analysis, that can simultaneously assist in the refinement of these evolving pedagogies and enhance learning. Most common CRS activities include attendance, ungraded polls, and scored questions. | Core Infrastructure |
| Classroom Response Systems (clickers) | Learning Catalytics | Classroom Response Systems (CRS) are becoming essential technologies for UT classrooms and are especially useful for medium and large-sized classes (50-1,500 students). Classroom Response Systems provide invaluable data, both in real-time and for later analysis, that can simultaneously assist in the refinement of these evolving pedagogies and enhance learning. Most common CRS activities include attendance, ungraded polls, and scored questions. | Core Infrastructure |
| Classroom Response Systems (clickers) | Poll Everywhere     | Classroom Response Systems (CRS) are becoming essential technologies for UT classrooms and are especially useful for medium and large-sized classes (50-1,500 students). Classroom Response Systems provide invaluable data, both in real-time and for later analysis, that can simultaneously assist in the refinement of these evolving pedagogies and enhance learning. Most common CRS activities include attendance, ungraded polls, and scored questions. | Core Infrastructure |
| Classroom Response Systems (clickers) | Squarecap           | Classroom Response Systems (CRS) are becoming essential technologies for UT classrooms and are especially useful for medium and large-sized classes (50-1,500 students). Classroom Response Systems provide invaluable data, both in real-time and for later analysis, that can simultaneously assist in the refinement of these evolving pedagogies and enhance learning. Most common CRS activities include attendance, ungraded polls, and scored questions. | Core Infrastructure |
| Classroom Response Systems (clickers) | Top Hat             | Classroom Response Systems (CRS) are becoming essential technologies for UT classrooms and are especially useful for medium and large-sized classes (50-1,500 students). Classroom Response Systems provide invaluable data, both in real-time and for later analysis, that can simultaneously assist in the refinement of these evolving pedagogies and enhance learning. Most common CRS activities include attendance, ungraded polls, and scored questions. | Core Infrastructure |

| Service             | Offering                                 | Service or Project Description  | Priority            |
|---------------------|--|---|---------------------|
| Compute Resources   | UT Virtual                               | UT Virtual Machine Gateway (UT-VMG) provides cost-effective, reliable, self-provisioned Virtual Machines (VM) based on the VMware vSphere Virtual Infrastructure suite and vRealize Automation product. UT-VMG is intended to serve departments, colleges, and research units at The University of Texas at Austin with the benefits of server virtualization, including improved server reliability and availability, easier web-based VM administration, lower total operational cost, and smaller carbon footprint through more efficient utilization of physical servers. | Core Infrastructure |
| Data Center         | Co-location & Monitoring                 | Fee based data center co-location to campus units and UT System Administration; 53 campus units and UT System in 2016; Annual co-location revenue 2016 \$288,000  | Core Infrastructure |
| Data Center         | Data Center Networks                     | Personnel, architecture, operations required to operate the data center networks. Equipment required for networks (UDC-C and UDC-B)   | Core Infrastructure |
| Data Center         | General Operations Services & Monitoring | Data Center Operations & Infrastructure: Incident Communications & Coordinating, including after-hours support; Disaster Recover (DR) planning and capacity (COM); Monitoring State WAN/Local Network/Systems/Power & Cooling/Security – 24x7x365   | Core Infrastructure |
| Data Center         | Network Operations Center (NOC)          | Houses core network equipment.  | Core Infrastructure |
| Database Hosting    | MySQL                                    | The ITS Systems Database team offers standards-based professionally managed Oracle MySQL database systems including hardware, software, and system administration for University of Texas Customers. This service provides three database environments that include Development, Quality Assurance (QA), and Production. This service includes database/system administration, database backups and recovery, and monitoring.   | Core Infrastructure |
| Database Hosting    | Oracle                                   | The ITS Systems Database team offers standards-based professionally managed Oracle database systems including hardware, software, and system administration for University of Texas Customers. This service provides three database environments that include Development, Quality Assurance (QA), and Production. This service includes database/system administration, database backups and recovery, and monitoring.   | Core Infrastructure |
| Directory Services  | TED (uTexas Enterprise Directory)        | TED provides a restricted access LDAP-compliant directory service to support central authentication services as well as numerous non-mainframe departmental systems   | Core Infrastructure |
| Document Management | Legacy Document Management (DocRepo)     | Mainframe document repository using custom coded DocRepo application  | Core Infrastructure |
| Email               | Email Filtering Service (Ironports)      | The Mail Filtering Service consists of a number of IronPort email security appliances, IronPort Anti-Spam software, Sophos 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.   | Core Infrastructure |
| Email               | Office 365                               | Provides cloud based Email for Faculty and staff with robust calendaring solutions.   | Core Infrastructure |

| Service  | Offering   | Service or Project Description  | Priority            |
|--|--|---|---------------------|
| Enterprise Management                          | Campus Red Hat Network Satellite (RHNS)            | Provides centralized and automated deployment, licensing, configuration, and patch management of Red Hat Enterprise Linux based hosts. Used as part of the Managed Server Support service.  | Core Infrastructure |
| Enterprise Management                          | Configuration Management Tools (SCCM, Puppet, etc) | Provides centralized and automated deployment, configuration, and patch management of Windows-based hosts. Used as part of a managed Server or managed Desktop service.   | Core Infrastructure |
| Enterprise Management                          | 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.   | Core Infrastructure |
| Enterprise Monitoring & Metrics                | Data Center Device Monitoring (Zenoss)             | Provides monitoring of individual devices (typically servers), to include status of availability, alerts on status, creation of incidents in the IT Service Management tool, and a web console to view and acknowledge alerts. Used as part of the Managed Server Support service.  | Core Infrastructure |
| Enterprise Monitoring & Metrics                | Data Collection and Analysis (Splunk)              | Provides log collection and analytics for hosts and applications, via Splunk. Splunk is an advanced IT search tool that offers users, administrators, and developers the ability to instantly search all data generated by applications, servers, and network devices in the IT infrastructure. Used as part of the managed Server Support service. | Core Infrastructure |
| Enterprise Orchestration                       | Workload Automation (Stonebranch)                  | Provides process and task automation, as well as enterprise job scheduling through a centralized service (Stonebranch).   | Core Infrastructure |
| Facilities Design                              | Telecommunications Engineering                     | Engineering, design, standards, reviews of: telecommunication cabling, spaces and support infrastructure. Project management for telecommunication systems as part of university construction projects (over \$1.2B in process).  | Core Infrastructure |
| ID Center                                      | ID Card System                                     | Card Issuance & Identity Verification, Lost/Stolen ID Card app, Signature Image app. ID Center collects funds for ID cards but Apps currently handles maintenance of the ID Card System as a common good service.   | Core Infrastructure |
| ID Center                                      | ID Center  | Manage configuration, request and distribution of ID Cards; supplemented with Student Staffing. The ID Center provides remote services during orientation and issues cards at NOA during weekly new hire orientation. The ID Center issues ~35,000 cards per year.  | Core Infrastructure |
| Identity Management                            | TIM (uTexas Identity Manager)                      | TIM provides EID identity administration services and password management. TIM consolidates information from multiple authoritative source systems (HRMS/Workday, SIS, etc.) and distributes that information to multiple downstream systems (TED, Active Directory, Networking, etc.)  | Core Infrastructure |
| Legacy Middleware, Integration and Common Apps | Legacy Common Applications                         | 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. Used by over 1,500 mainframe applications   | Core Infrastructure |
| Legacy Middleware, Integration and Common Apps | jEdit, PDF Generator, XML Gateway, DocRepo         | Provide mainframe middleware code used across most all mainframe applications: DMG, PDF Generator, PDA Parser, DUFF, Jedit DMG Plugin, XML Gateway, UForge, Javamail, SCRedirect  | Core Infrastructure |

| Service        | Offering                                      | Service or Project Description   | Priority            |
|----------------|---|--|---------------------|
| Legacy Portal  | Legacy Portal Maintenance and Stewardship     | Maintains the current mainframe portal: ERP UI, UT Direct, Application Registry, Sitegen, UT Direct Notifications  | Core Infrastructure |
| Load Balancing | Load Balancing (F5, Citrix)                   | Load balancing provides intelligent traffic management for Customer Services through the distribution of workloads across multiple servers hosting applications. These servers can be hosted in one or several data centers to improve performance, security, and resiliency of the Customer Service. Load Balancing helps to ensure availability of a Customer Service and reduce security risk to business operations by allowing component servers to reduce direct exposure to End Users, thus improving Quality of Service. | Core Infrastructure |
| Network        | Commodity Internet                            | Connects university to the Internet. (Some portions Fee for Service)   | Core Infrastructure |
| Network        | Core/Backbone                                 | Interconnects buildings, data centers and Network Operation Centers.   | Core Infrastructure |
| Network        | Department Networks                           | Management/operations/architecture for wired and wireless networks in buildings. Support of CSU IT staff.<br>In-building equipment funding and moves/adds/changes is the responsibility of units.  | Core Infrastructure |
| Network        | EERC Network Operation Center                 | Project to build a new primary Network Operations Center in the new Engineering Education and Research Center building \$15M.  | Core Infrastructure |
| Network        | IP Address Management (IPAM)                  | Provides Internet Address management (DNS, DHCP, domain registrar, vanity names, etc). Internet addresses are necessary for any device to connect to the network. Names, such as www.utexas.edu, are used by people to navigate. There are millions of records used to manage these relationships and enable the network to function.  | Core Infrastructure |
| Network        | Network Management Tools                      | Management and monitoring systems used to operate the networks, both locally developed and commercial (e.g. TSC Tools).  | Core Infrastructure |
| Network        | Point to Point Virtual Private Networks (VPN) | Makes remote sites devices appear as if they were directly attached to the university's network across an encrypted connection (e.g. Mulesoft, Sunguard).  | Core Infrastructure |
| Network        | Remote Site Connectivity                      | Remote connections to other university properties and leased spaces (e.g. PRC campus, DPRI, LAC). Includes dark fiber and leased services from carriers.   | Core Infrastructure |
| Security Tools | AD Certificates                               | Provides Microsoft Active Directory based SSL certificates for hosts, as required by Microsoft-based services such as Austin Disk, SCCM, and other Microsoft host-to-host transactions. Provides secure connections between the Microsoft-based services and the client machines.  | Core Infrastructure |
| Security Tools | Certificates (InCommon)                       | Provides InCommon based SSL certificates for hosts. Provides secure communications between users, devices and applications.  | Core Infrastructure |

| Service                               | Offering                              | Service or Project Description   | Priority            |
|---------------------------------------|---------------------------------------|--|---------------------|
| Software Distribution and Sales (SDS) | MATLAB                                | <p>MATLAB is a high-level technical computing language and interactive environment for algorithm development, data visualization, data analysis, and numerical computation. It lets you explore and visualize ideas and collaborate across disciplines including signal and image processing, communications, control systems, and computational finance.</p> <p>The University of Texas at Austin has licensed MATLAB, Simulink, and 23 companion toolboxes for the campus under the MathWorks Total Academic Headcount (TAH) license.</p> <p>TAH products are available at no cost to individual faculty, academic staff, and students through a campus cooperative. Individual colleges, schools, and units contribute to the cooperative and annually evaluate whether to continue funding the program for the campus. The request process involves downloading the appropriate license needed to run the application.</p> | Core Infrastructure |
| Software Distribution and Sales (SDS) | Microsoft Academic Select 6.0 Program | Microsoft Academic Select volume purchasing agreement with Microsoft, Inc. Under this agreement, departments are able to purchase Microsoft software products at greatly reduced prices. License fees are recovered.   | Core Infrastructure |
| Software Distribution and Sales (SDS) | Microsoft Campus Agreement            | <p>The University of Texas System has participated with Microsoft Corporation through the Microsoft Campus Agreement (MSCA). The MSCA provides students, faculty, and staff access to Microsoft's popular computer software, including operating systems and desktop productivity tools.</p> <p>Through the MSCA contract, every student, faculty member, and staff employee in the University of Texas System will have access to the latest versions of this important suite of software for use <u>both on campus and at home</u>. License fees are recovered.</p>  | Core Infrastructure |
| Software Distribution and Sales (SDS) | Nvivo                                 | Used in teaching and learning. NVivo is a "qualitative data analysis" (QDA) software program designed by QSR International Inc, for researchers working with rich text-based and/or multimedia information. NVivo can be used when analyzing documents, pictures, audio and video files. License fees are recovered.   | Core Infrastructure |
| Software Distribution and Sales (SDS) | SAS                                   | Used in teaching and learning. SAS statistical software provides a powerful tool to analyze, manage, view, and even present complex data in a variety of formats. Applications of the SAS System include executive information systems; data entry, retrieval, and management; report writing and graphics; statistical and mathematical analysis; operations research and project management; statistical quality improvement; computer performance evaluation; and applications development. License fees are recovered.   | Core Infrastructure |

| Service  | Offering                                 | Service or Project Description   | Priority            |
|--|--|--|---------------------|
| Storage  | Commodity Storage                        | ITS Data Storage is foundational for ITS and Colleges, Schools and Units (CSUs) at UT. Commodity Storage consists of 3.5 Petabytes of high-performance, enterprise class storage on multiple physical storage arrays. Critical campus services including the Mainframe, and UT-Virtualization, consume ITS Data Storage at a rate of 85.6 Terabytes each month.  | Core Infrastructure |
| UT Service Desk                                    | UT Service Desk                          | The UT Service Desk provides the university community with a centralized point of contact for help with a variety of topics, including questions concerning information technology, business processes, services, and applications. The Service Desk can be contacted via phone, email, ServiceNow or the walkup desk at the FAC. The Service Desk handles ~130,000 contact annually.                                | Core Infrastructure |
| Voice  | Institutional Telephones                 | Common Good funding for Institutional telephones (e.g. elevator, fire, emergency call box, machine room) required by code or for safety (not charged).   | Core Infrastructure |
| Voice  | Telephones                               | Telephones for faculty, staff, vendors and affiliates (fee for service). Mostly located in the units.  | Core Infrastructure |
| Websites and Tools                                 | Offsite Emergency Website                | Site hosted on RackSpace so the University can have a web presence for communications if main site is down   | Core Infrastructure |
| Websites and Tools                                 | University Core Site                     | Support of the main university web site: utexas.edu. News.utexas.edu   | Core Infrastructure |
| Business Systems                                   | Transfer sFTP Server                     | The university's public FTP server, ftp.utexas.edu, provides exact local copies (mirrors) of the content of popular download sites. This mirrored content can be accessed by members of the university community, which helps lessen the demands placed on the university's external Internet.   | Core Infrastructure |
| Accessibility                                      | Accessibility Scanning Tools and Support | Support of policy that All Web applications and sites at The University of Texas at Austin must meet the statutory requirements in Texas Administrative Code 206.70 Accessibility Standards (TAC 206.70), which references the U.S. Section 508 standards.   | Critical            |
| Application Development Support (ADS)              | DevOps: Platform                         | Python and Java code execution environment; Platform and platform as a service support for CSUs  | Critical            |
| Authorization                                      | Authorization, Group and Role Management | SailPoint IdentityIQ implementation. SailPoint IIQ will provide group- and role-based authorization management services for the University, improving efficiency of onboarding processes and addressing security vulnerabilities caused by delays in removal or authorizations when employees leave the University (or change roles within the University). Sailpoint is integrated with both Workday and ServiceNow | Critical            |
| Authorization                                      | Org. Hierarchy System (OHS) Contacts     | OHS Contacts supports functional and technical role assignments for mainframe and non-mainframe applications   | Critical            |
| Building Access Controls & Security Services: BACS | BACS Remediation                         | Remediation of Electronic Security Devices   | Critical            |
| Business Systems                                   | Green Output Print                       | Mainframe output to files on Austin Disk. Used to store print output from Mainframe systems electronically eliminating the need to print the output.   | Critical            |

| Service              | Offering                        | Service or Project Description   | Priority |
|----------------------|---------------------------------|--|----------|
| Business Systems     | TID Printing                    | Provides ability to send mainframe print output to a network printer accross campus. Eliminates the need to print all Mainframe print output centrally and distribute manually.  | Critical |
| Client Backup        | UTBackup                        | UTBackup provides an enterprise-level, centralized, and automated digital data backup solution for the UT Austin campus. For end users, UTBackup assures peace of mind that their data is being backed up safely and securely. For computer administrators, UTBackup allows for greater data security and integrity, and reduced technical support and infrastructure costs. UTBackup is available for current UT faculty and staff who have departmental technical support. | Critical |
| Collaboration Tools  | University Wikis Service        | Enterprise wiki service using Atlassian  | Critical |
| Database Hosting     | MSSQL                           | The ITS Systems Database team offers standards-based professionally managed Microsoft SQL Server database systems including hardware, software, and system administration for University of Texas Customers. This service provides three database environments that include Development, Quality Assurance (QA), and Production. This service includes database/system administration, database backups and recovery, and monitoring.  | Critical |
| Directory Services   | Directory Application           | Provides main person directory web front-end to campus   | Critical |
| Directory Services   | WHIPS (Public Directory)        | WHIPS (White Pages) provides a public access LDAP-compliance directory service for the UT Directory Application and numerous email clients   | Critical |
| Document Management  | Document Capture                | Scan/Capture documents electronically using Kofax  | Critical |
| Document Management  | Document Management             | Document Management, Workflow and Repository using Documentum  | Critical |
| Document Management  | Electronic Signature            | Ability to electronically send and sign documents securely and legally using DocuSign  | Critical |
| Email                | Group email                     | Allows emails to be sent to large groups with controlled timing and distribution and analytics. Uses Regroup; a cloud based application  | Critical |
| Email                | Secure Messaging                | Allows emails to be sent securely within and outside of UT - for Confidential data (Cat-1). Plan on retiring this service as other options already exist on campus   | Critical |
| Email                | Urgent Email                    | Allows email to be sent across campus at a very high priority (bypasses filters, etc.) for emergency communications to campus  | Critical |
| Email                | UT Lists                        | Provides mailing lists are used for teaching, collaboration, discussion, entertainment, announcements, and more. The Web-based user interface allows users to create mailing lists, subscribe to lists, and otherwise manage their relationship with UT Lists.   | Critical |
| Help and Support     | Managed Server Support          | Provides professional management of Windows and Linux servers with defined configuration standards and sysadmin support. Also includes initial consultation to determine and deploy appropriate central infrastructure services along with managed server(s).  | Critical |
| ID Center            | ID Photos Applications          | Photo Gateway, Photo Roster, Virtual ID, and supporting infrastructure for the ID Center to create badge ids   | Critical |
| Integration Services | ESB, Rabbit MQ and API Registry | Enterprise Service Bus for application integrations in a service-oriented architecture (SOA): Mulesoft ESB, Rabbit MQ, XML Gateway, ESB Registry, Artifactory  | Critical |



| Service                                   | Offering               | Service or Project Description   | Priority |
|---|------------------------|--|----------|
| Internal ITS Support                      | TRAC                   | TRAC provides IT service provisioning and subscription management services. Its functionality will be migrated to ServiceNow and TRAC can then be retired.   | Critical |
| ISO Cost Overhead                         | Security Services      | Information Security Office Costs: ISO costs are now being born by ITS Budget  | Critical |
| ITS Administration Support and Management | Campus Computer Store  | The Campus Computer Store provides hardware and software sales and services to The University of Texas at Austin community and is an authorized Apple and Dell Service Center. Students, faculty, staff, and university affiliates can purchase software and hardware for educational discounts and can purchase Microsoft software in person under the Microsoft Campus Agreement (MSCA).   | Critical |
| ITS Administration Support and Management | Campus Operator        | Switchboard operator for UT Austin. Up to 1,600 calls per week are received through the main campus phone number.  | Critical |
| Network                                   | Private Networks       | Virtual private overlay networks (e.g. for elevators, building security, HIPPA, PCI, etc) providing isolation and security across our city of a network. (fee for service)   | Critical |
| Qualtrics Survey Tool                     | Qualtrics Survey Tool  | Online survey tool used to measure customer satisfaction, obtain feedback and collect employee insight.  | Critical |
| ServiceNow                                | ServiceNow             | Cloud-based ServiceNow service management solution is used by many Colleges, Schools and departments across campus to track their incoming work and knowledge (knowledgebase). Applications currently in use includes Incident, Change, Request, Service Catalog, Knowledge, Configuration and Project/Software Development Lifecycle Management. End users can submit requests through the self-service portal and track the status of their request.   | Critical |
| Software Distribution and Sales (SDS)     | CSLG (Hewlett Packard) | Under the Texas Campus-wide Software License Grant (CSLG) program, Independent School Districts and institutions of Higher Education in the State of Texas can obtain quarterly license operating system PAKs for covered UNIX and VMS systems. Within UT, these PAKs are utilized by UT Dallas, UT MD Anderson Cancer Center, UT Permian Basin, UT SW Med Ctr Dallas, UT HSC Houston, and UT Medical Branch Galveston.<br><br>Joining this program entitles you to CSLG license PAKs only. Software maintenance and consulting are not provided and must be obtained directly from the vendor. Schools can enroll their campus in the CSLG program by purchasing the Annual CSLG Enrollment item. License fees are recovered. | Critical |
| Software Distribution and Sales (SDS)     | JMP                    | Used in teaching and learning. JMP, pronounced jump, is a SAS product that uses dynamic data visualization to link your data with graphics on your desktop. JMP produces visual analyses that are easily communicated with others. JMP works well with a variety of formats such as Microsoft Excel, text files, ODBC-compliant databases, and SAS datasets. For complete product description and product features, please see the JMP Software page. License fees are recovered.  | Critical |

| Service                               | Offering   | Service or Project Description  | Priority |
|---------------------------------------|--|---|----------|
| Software Distribution and Sales (SDS) | SPSS (Statistical Package for the Social Sciences) | Used in teaching and learning. IBM SPSS (Statistical Package for the Social Sciences) is a data management and analysis product produced by IBM SPSS, Inc. in Chicago, Illinois. Among its features are modules for statistical data analysis, including descriptive statistics such as plots, frequencies, charts, and lists, as well as sophisticated inferential and multivariate statistical procedures like analysis of variance (ANOVA), factor analysis, cluster analysis, and categorical data analysis. SPSS is particularly well-suited to survey research, though by no means is it limited to just this topic of exploration. License fees are recovered. | Critical |
| University Portal                     | University Portal                                  | the new myUT Portal using LookingGlass: in production for Student, in development for faculty, staff and researchers. Will replace UT Direct when mainframe retires   | Critical |
| UT Box                                | UT Box   | Secure cloud-based file storage and sharing for business and academic purposes  | Critical |
| UT Print                              | UT Print   | Student printing on campus. ~4 million pages printed annually.  | Critical |
| Web Hosting                           | UT Web   | Provides central web hosting platform used by 17 of the 18 colleges and schools and dozens of units.  | Critical |
| Web Publishing Platform               | DEE Platform                                       | Supports the core environment and the main site for www.utexas.edu  | Critical |
| Application Development Support (ADS) | DevOps: Continuous Integration                     | Code integration and developer tools using ThoughtWorks Go!   | Major    |
| Application Development Support (ADS) | DevOps: Version Control/GitHub/Artifactory         | Non-Mainframe Developer and Platform Tools: Thoughtworks Go, GitHub, Maven, Jama, PaaS for Python/Java, Enterprise Artifactory  | Major    |
| Application Development Support (ADS) | Enterprise Project and Issue Tracking              | Project Management, issue, action and bug tracking tool using Enterprise JIRA   | Major    |
| Business Systems                      | Mainframe Print                                    | Printed Via Document Solutions. Provides centralized bulk printing of Mainframe print output for CSU's across campus  | Major    |
| Collaboration Services                | SharePoint Site and Services                       | A SharePoint site is a web site that provides a central storage and collaboration space for documents, information, and ideas. A SharePoint site helps groups of people share information and work together. Provides collaboration tools for groups.   | Major    |
| Contracts                             | Contract Programming, Development and Maintenance  | Contract application development and maintenance services provided by ITS to CSUs across campus. Fully recovered Service Center   | Major    |
| Email                                 | UTMail   | Google hosted UT Branded Gmail for Students, Alumni, Faculty and Staff. Supports sign-up and support for Student Email system include web front end/single-sign-on for student email  | Major    |
| Enterprise Management                 | 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.  | Major    |

| Service                             | Offering                                | Service or Project Description  | Priority |
|-------------------------------------|---|---|----------|
| Hard Drive Destruction              | Hard Drive Destruction                  | Old, used university computer hard drives may contain sensitive classified data and need to be securely destroyed. It is not enough to discard this media by simply deleting or erasing it. The most effective way to ensure the complete removal of data on an old hard drive is to physically destroy it. The disk destruction service provides demolition of these materials by certified vendors and the safe removal of the debris. Safe removal is an important step as the particles resulting from smashed equipment can be hazardous or toxic. | Major    |
| Internal ITS Support                | Service Now process automation          | ServiceNow workflows for ITS for automation of help, support, and provisioning of ITS services  | Major    |
| Internal ITS Support                | Software Distribution Service (SDS)     | SDS supports the purchase and download of software packages by authorized customers. ITS CSS collects fees for the software package licenses, Apps handles maintenance of the SDS system.   | Major    |
| Managed IT Support (MITS)           | MITS Desktop Support                    | The MITS team provides managed technical desktop support for colleges, schools and departments. Support of ~3,500 desktops/laptops including locations such as Wildflower Center, UTPD and the Facilities complex. In addition to providing technical end user support the MITS team assists with tasks such as annual inventory, ISORA, security patching and software installs.   | Major    |
| Network                             | Client Virtual Private Networks (VPN)   | Makes a client device appear on the university network as if it were directly connected, across an encrypted connection (Client VPN, vpn.utexas.edu).   | Major    |
| Network                             | Research Networks                       | Connects university to research networks (Internet2, ESnet, LEARN, UTRC, etc.)  | Major    |
| Software Developer Training Program | Software Developer Training Program     | Mainframe and Python/Django training for new hires. Six Trainees and two Education Team Members; includes SDTP, SY101 and Apprentice Program Management for Continuing Education  | Major    |
| Voice                               | Enhanced Telephone Services             | Push button call trees (Auto Attendants), Uniform Call Distribution, complex line arrangements, related voice messaging systems (fee for service)   | Major    |
| Web Publishing Platform             | University Blog Services (sites)        | Supports the blog service used across campus (Wordpress)  | Major    |
| Websites and Tools                  | IT @ UT / ITS websites                  | IT and ITS main websites  | Major    |
| Websites and Tools                  | UT Drupal Kit                           | Provides common branding and themes for Drupal based websites   | Major    |
| Websites and Tools                  | UT QuickSites with CMS Hosting Platform | Hosted platform for websites using Pantheon for Drupal websites that provides CSUs a platform for creating and maintaining web site content without the need for technical skills   | Major    |
| Collaboration Services              | Adobe Connect                           | Adobe Connect enables faculty and staff to create and share presentations and online training materials. Meeting organizers create a meeting room, invite individuals to their meeting, then present both audio and video information to attendees. Organizers can share their screens, PowerPoint presentations, or other documents for collaborative or teaching purposes. Participants have access to notes, a chat room, and a whiteboard to further enhance the collaborative experience.  | Minor    |

| Service                 | Offering                           | Service or Project Description  | Priority |
|-------------------------|------------------------------------|---|----------|
| Email                   | Austin Exchange AEMS 2010          | On premise (Campus Datacenter located) legacy Exchange email. A small on premise presence will need to be maintained for account maintenance until tool parity between O365 Portal and Exchange is achieved.  | Minor    |
| Events                  | Event and Media Support            | Event support, Pubic Address Systems, Television, Intercoms, media electronic repair. (Fee for service)   | Minor    |
| Internal ITS Support    | Methodology and Process Management | Support and enhance ITS application and maintenance methodology and support MS Project Server to track budgets, resources, tasks on projects  | Minor    |
| ITS Managed Lab Support | ITS Managed Lab Support            | Professional computer lab management services. Supported customers are Law School, Athletics, International Office and ITS (FAC). Services include imaging, setup and maintenance.  | Minor    |
| Laptop Checkout Service | Laptop Checkout Service            | The Faculty Loaner Laptop program offers international travelers and researchers the option of checking-out a temporary laptop (Mac & Windows) for up to 90 days. This service is particularly valuable to Faculty members who travel or research in countries with encryption import restrictions (e.g. Russia, China, and Israel) that regulate or forbid encrypted local media. The new loaner program provides a laptop that meets these restrictive requirements under the condition that the user does not store sensitive information. In addition, the loaner laptops are configured to follow guidelines set forth by the Information Security Office (ISO) that help secure University data from malicious third parties. | Minor    |
| Network                 | Core/Wireless                      | [Resnet's share] Wireless core infrastructure required for 7,500 Wireless Access Points to operate (wireless controllers, management software, architecture)  | Minor    |
| Network                 | FTP Archive Mirror                 | Enables faster downloading of large popular open source software packages (such as Linux -- takes download time from hours to minutes).   | Minor    |
| Network                 | Personal Network Access (PNA)      | Additional network data plans for students (available to staff, affiliates and faculty -- wireless or wired).   | Minor    |
| Network                 | Residential Network (Resnet)       | DHFS staff and student residential network support bringing wireless and wired networks to on campus residence halls. Data plans extend across campus.  | Minor    |
| Software & Applications | BevoWare                           | BevoWare is a software download site that offers current students, faculty, and staff at The University of Texas at Austin a variety of tools for download, including web browsers, email programs, and other useful utilities for both Macintosh and Windows computers, in one convenient online location. <b>Will be retired</b>  | Minor    |
| Storage                 | Austin Disk                        | Austin Disk Services is a highly available, easy to use, and secure online storage and sharing service, available to all current University of Texas at Austin faculty, students, and staff. This service enables users to store and share files from multiple operating systems, synchronize folders, and maintain a consistent interface from Windows machines using redirected folders.  | Minor    |
| Television              | Campus Cable Television            | Cable Television and IP Television to units (not residential). (Fee for service)  | Minor    |
| Voice                   | 800 Number Service                 | Provides toll-free 800 numbers to units to provide their customers that route to their specified phone numbers.   | Minor    |

ITS Service Plan 2016

| Service                  | Offering                      | Service or Project Description  | Priority |
|--------------------------|-------------------------------|---|----------|
| Voice                    | Automatic Call Distribution   | Advanced Service Desk agent functions (in process of being outsourced, some support and billing functions will remain in N&T). Enables calls to be routed to different agents based on the agents skill and availability.   | Minor    |
| Voice                    | R911                          | Automatically dial all phones in an emergency and play a pre-recorded message. Often called "Reverse 911".  | Minor    |
| Voice                    | University Telephone Operator | Equipment supporting the telephone operator.  | Minor    |
| Internal ITS Support     | Billing for OTS               | Handling billing of customers and vendor payments for UT System Office of Telecommunications Services.  | Overhead |
| Internal ITS Support     | ITS Admin Support             | Procurement including PCard, mail, office supplies, UT Driver, vehicle logs, training and event coordination, open record requests, ITS on and off boarding, project support and communications and reporting.  | Overhead |
| Internal ITS Support     | 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). (includes MySoft billing system)  | Overhead |
| Internal ITS Support     | N&T Warehouse                 | Warehouse, ordering, receiving functions for N&T and ITS. \$1   | Overhead |
| ITS Financial Management | ITS Financial Management      | Daily monitoring and tracking of all financial transactions for all of ITS, OTS, ISO and ServiceNow. Collaborate with Financial Accounting on Service Center accounts reporting and rate reviews. Assist with budget and account certifications/reviews. IDTs, deposits, electronic office manager, encumbrances, ProCard reconciliation and eShip vouchers. Backup Administrative Manager. | Overhead |
| ITS HR Management        | ITS HR Management             | Hire, reclassification, separations, recruitment, advertising, how-to/process questions, time sheet reviews, overtime and on-call pay, device allowance, merits/salary update and reporting.  | Overhead |