A to Z

- **Academic Technology and Support** — Services ensuring that all classrooms and learning spaces, both physical or virtual, are suitable to meet the needs of the educational experience.
- **Alumni and Advancement** — Alumni portals and offerings that support university and college advancement and development.
- **Assessment Systems and Learning Analytics** — Support for assessing learning outcomes and learning analytics.
- **Athletics** — Athletics administration, recruiting, procurement, and ticketing systems.
- **Auxiliary Systems** — Support for auxiliary or ancillary campus systems, activities, and operations.
- **Business Capability and Process Automation** — Technologies that automate and improve business processes.
- **Business Continuity and Disaster Recovery** — Business continuity consulting and planning, as well as disaster recovery planning, including disaster recovery exercises and execution.
- **Conferencing and Telephones** — Telephony, including voice/VOIP, teleconferencing, and web conferencing hosted either in cloud or on-premises.
- **Data Center Services** — Strategy, planning, architecture, and operation of physical and virtual data centers, including on-premises, remote, and cloud-based data centers.
- **Data, Reporting, and Analytics**
- **Database Management** — Hosting and administration of databases, physical and virtual.
- **Desktop and Mobile Device Support** — Support for endpoint equipment, including laptops, desktops, mobile devices, and related peripherals.
- **E-Portfolio Management** — Creating and managing e-portfolios, including the consumption or use of e-textbooks and other online self-curation.
- **Email and Collaboration Services** — Email, calendaring, instant messaging tools, and platforms for collaboration and file sharing.
- **Facilities Management** — Support of room and facility systems, including event management (room management, hotel, concierge, seating, conference registration, etc.), mapping, building security, safety and risk management, dining systems, point of sale, transportation, laundry, and parking systems.
- **Faculty Information Systems** — Administration and maintenance of faculty administration, review, and promotion and tenure systems.
- **Financial and Procurement Systems** — Administration and management of financial services, procurement, travel, budget, vendor relations, and equipment purchasing systems.
- **Human Resource Systems** — Administration and management of human resource systems.
- **Identity and Access Management** — Identity and access management, including accounts, authentication, access, and role-based provisioning at the enterprise level.
- **Instructional Technology and Design** — Services that support faculty in optimizing their effectiveness using teaching and learning technologies.
- **Integration Services** — Consultation and integration services, when offered as a consolidated service.
- **Learning Management** — Offerings that relate to the management of academic course materials (e.g., videos, documents, spreadsheets) and that facilitate teaching and learning using online portals. Includes learning management systems and other learning platforms, as well as services that provide on-demand, usually modular skills-based learning to employees and/or students.
- **Lecture Capture** — Services for recording academic videos, including lectures, supplemental subject matter and instructional materials.
- **Library Systems** — Infrastructure services specific to library systems that provide access to local and remote information in support of teaching, learning, and research.
- **Mass Communications and Emergency Notifications** — One-way communications and emergency communications to the entire campus or other defined groups. Includes campus alert systems, broadcast email and text messaging, electronic newsletter distribution, enterprise mailing list management, and digital signage.
- **Media and A/V** — Infrastructure for cable television, broadcasting, live streaming, video recording and media production that are not in the Lecture Capture service. This area includes audiovisual-related event support.
- **Medical and Health Systems** — Systems and technologies in support of clinical processes, including health record management, pharmaceutical data, and medical appointment scheduling.
- **Monitoring and Alert Management** — Monitoring of IT services, including the underpinning technologies.
- **Network Access** — Provisioning of access to networks, ensuring security and appropriate authentication
- **Network and Connectivity Management** — The architecture, installation and operation of infrastructure requirements for connecting to the University network.
- **Printing and Related Services** — Copy, scan, fax, and printing services and applications.
- **Research Administration Systems** — Systems used to secure and facilitate research funding and compliance.
- **Research Data Services** — Support of the data life cycle, including data creation; discovery and collection; analysis and visualization; storage, backup, and transfer; and research data policy compliance.
- **Research-Specific Computing and Advanced Applications** — Computing and storage resources that support research that uses specialized or highly intensive computation, storage, bandwidth or graphics. Includes advanced or specialized applications, such as plotting, visualization, modeling, rendering, animation, graphics programming, image manipulation, and research software optimization and troubleshooting.
- **Secure Computing** — Offerings that provide a secure computing environment for end users. Includes network security, system security, application security, and threat monitoring and management.
- **Security Consulting and Education** — Security assessment, education, and awareness of campus security requirements, policies, and guidelines. Includes contract reviews and risk assessments.
- **Security Incident Response and Investigation** — Offerings that respond to, remediate, and seek to prevent security incidents and vulnerabilities.
- **Security Policy and Compliance** — Offerings relating to institutional policy or compliance guidelines and requirements. Includes support for audit processes.
- **Server and Storage Management** — Provisioning, hosting, and administration of physical and virtual servers and related storage. Includes the maintenance and provisioning of core storage capabilities such as server storage and database backups.
- **Software and Applications Distribution** — Distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers. Includes both cloud-based and desktop software.
- **Student Information Systems** — Admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, and career services systems.
- **Test Scanning** — Test Scanning provides exam bubble sheets, scanning bubble sheets, and email delivery of exam results data to the course instructor.
- **Web Services** — Infrastructure Services specific to content management systems, portals, web analytics, and URL management.