A to Z

- **2-Step Login with Duo** — A software that adds a second layer of protection to the sign-in process.
- **Academic Technology and Support** — Services ensuring that all classrooms and learning spaces, both physical or virtual, meet the needs of the educational experience.
- **Alarm Lines** — Telephone lines required for monitored alarm systems.
- **Alumni and Advancement** — Offerings that support university 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.
- **Blackboard** — This campus-wide system used to support online course management and other activities associated with the UAlbany academic experience.
- **Business Capability and Process Automation** — Technologies that automate and improve business processes.
- **Business Intelligence (OBIEE)** — A secure platform for creating and developing dashboards reflecting departmental data.
- **Cable TV** — Traditional cable television service for non-residential buildings.
- **Classroom Technology and Support** — Provide, maintain, and support AV/IT technology in physical classrooms.
- **Co-Location Services** — Co-location services in the Tier 3 data center.
- **Computer Operating System Updates/Patches** — Distributes operating system updates, drivers, and hotfixes to University community endpoints.
- **Conference Room Phones** — Conference phones allow multiple people to participate on the same call.
- **Conference Room Technology and Support** — Provide, maintain, and support technology in conference rooms.
- **Conferencing and Telephones** — Telephone and conferencing tools and services.
- **Data Center Services** — Maintenance of physical data centers, including co-location services, planning, and strategy for data center management.
- **Data, Reporting, and Analytics** — Administration and support of platforms and toolsets that collect, organize, analyze, and present data.
- **Department Folders (V Drive)** — Shared file storage provided to departments, schools, colleges and divisions for storing organizational files.
- **Desk or Wall Phones** — Desk or wall telephones provide local and long distance calling, voicemail-email integration, and conferencing capabilities.
- **Desktop and Mobile Device Support** — Support for endpoint equipment, including laptops, desktops, mobile devices, and related peripherals.
- **Digital Signage** — Digital signage for departments.
- **Drupal** — Content Management System (CMS) to host University websites.
- **E-Portfolio Management** — Services supporting the creation and management of e-portfolios.
- **Email and Collaboration Services** — Email, calendaring, instant messaging tools, and platforms for collaboration and file sharing.
- **EMS - Event Management Software** — Scheduling software for reserving campus spaces.
- **Ensemble Video** — A platform for posting audio/video content and media streaming in Blackboard.
- **Facilities Management** — Systems supporting the administration and management of facilities and buildings on campus.
- **Faculty Consulting** — Individual or small group consultation on using the wide range of ITS-supported technology tools for teaching and learning.
- **Faculty Information Systems** — Systems supporting the review, promotion, and tenure and other administrative activities for faculty.
- **Fax Line** — Analog phone lines for departmental fax machines.
- **Federated Authentication** — Single Sign-On for applications that are a part of the InCommon or EduGain Federations.
- **Financial and Procurement Systems** — Administration and support of the administration and management of campus financial activities.
- **Generic User Accounts** — A generic identifier that provides access to campus IT resources to individuals who are not part of the campus community. A University sponsor is required.
- **GitLab** — Software that combines the ability to develop, secure, and operate software in a single application, in turn allowing for collaboration and visibility throughout the DevOps lifecycle.
- **Guest Accounts for Research Collaboration** — ITS offers guest accounts for research collaboration and research data file transfer purposes. Guest accounts may be requested for non-UAlbany researchers and include access to the ITS research storage system and high-performance computing cluster.
- **Hardware Asset Management** — Services related to inventory management for University community technology.
- **Hardware Lifecycle Services** — Purchasing consultation, hardware asset management, and secure preparation for technology surplus.
- **High Performance Computing** — ITS manages local high-performance computing (HPC). All researchers at the university can leverage this instrument to enable scientific discovery.
- **Human Resource Systems** — Administration and management of human resource systems.
- **iClicker** — A classroom polling tool that facilitates active learning and student engagement by encouraging interaction and participation.
- **Identity and Access Management** — Managing the identities individuals use to access campus IT resources using secure processes and technology.
• **Instructional Technology and Design** — Services that support faculty effectiveness in the use of teaching and learning technologies.

• **Jabber** — Use Jabber to manage calls for University phone numbers on a computer or mobile device.

• **Jupyterhub** — A multi-user Hub that spawns, manages, and proxies multiple instances of the single-user Jupyter notebook, a web-based interactive development environment for notebooks, code, and data.

• **Learning Management** — Services and tools for supporting course materials and student engagement in teaching and learning activities.

• **Learning Space Technology and Support** — Provide, maintain, and support AV/IT technology in physical spaces used primarily for teaching and learning.

• **Lecture Capture** — Services for recording academic videos, including lectures, supplemental subject matter and instructional materials.

• **Library Systems** — Infrastructure services to support library systems.

• **Listserv** — An electronic mailing list that utilizes a single email address to distribute messages to all subscribers.

• **Mass Communications and Emergency Notifications** — One-way and emergency communications to the campus community.

• **MATLab** — A multi-user Hub that spawns, manages, and proxies multiple instances of the single-user Jupyter notebook, a web-based interactive development environment for notebooks, code, and data.

• **Media and A/V** — Infrastructure for cable television, broadcasting, live streaming, video recording and media production.

• **Medical and Health Systems** — Systems supporting the administration and management of health records.

• **Microsoft 365 Apps** — The latest version of the popular Microsoft Office suite that includes Outlook, Word, Excel, PowerPoint, and other applications.

• **Microsoft 365 Groups** — A group repository for sharing and managing email, calendars, files, and other information in one convenient location.

• **Microsoft Teams** — A collaborative space to share files and information, edit documents, conduct online meetings, and chat with other group members.

• **MyUAlbany Portal** — The web portal used to consolidate academic and administrative information for members of the campus community.

• **NetID** — A unique identifier that provides each member of the campus community with access to approved resources.

• **Network and Connectivity Management** — The architecture, installation and operation of infrastructure requirements for connecting to the University network.

• **On Premise Webhosting** — Website hosting for faculty and departments.

• **OneDrive for Business** — The recommended document library for most file organization and storage. Access files at any time or anywhere with an Internet connection, and share them quickly and easily with others.

• **Open Text RedDot** — Content Management System (CMS) to host University websites.

• **Power BI** — Business intelligence tool to work with large data sets.

• **Printing (fee based)** — Allows charging for printing services to the Campus Community at specified printer locations.

• **Printing and Related Services** — Support for copying, scanning, faxing, and printing services.

• **Printing and Scanning support** — Support for installations and upgrades of printing and scanning services.

• **Professional Development** — Workshops and webinars available to all faculty on using the wide range of ITS-supported technology tools for teaching and learning.

• **Purchasing Consultation** — Services related to technology consultation and the preparation of quotes from University authorized vendors.

• **Qualtrics** — A research platform for designing and administering surveys.

• **Remote Desktop Connection** — Remote access to your University-owned computer.

• **Research Administration Systems** — Systems used to secure and facilitate research funding and compliance.

• **Research Application Development Support** — Supports research application development in containerized environments, such as singularity or docker.

• **Research Application Hosting** — ITS can host faculty developed research applications for cross-collaboration and dissemination to the research community.

• **Research Data Services** — Services that support the data life cycle.

• **Research Lab Technology and Support** — Services ensuring that all research labs and research spaces are suitable to meet the computing needs of researchers and their students.

• **Research Storage** — ITS provides 10 TB of shared storage for research groups and a 10 GB home directory quota, accessible either on workstations or the high-performance computing cluster.

• **Research-Specific Computing and Advanced Applications** — Computing and storage resources that support research that uses specialized or highly intensive computation, storage, bandwidth or graphics.

• **Residential Network (ResNet)** — Wired and wireless network connections for occupants of all University residence halls.

• **RStudio** — An integrated development environment (IDE) for the R programming language.

• **S Drive** — Individual file storage that is automatically created for each member of the campus community.

• **Secure Computing** — Services that strengthen the security of networks, systems, data and applications.

• **Secure Preparation for Technology Surplus** — Services related to secure preparation for the surplus disposal process of hardware.

• **Security Certificates** — Provides an interface to issue and revoke security certificates.
• **Security Consulting and Education** — Education and consultation on information security requirements, best practices, contract reviews and risk assessments.

• **Security Incident Response and Investigation** — Manage information security incidents and investigations.

• **Security Policy and Compliance** — Compliance with information security requirements in all laws, and SUNY and University policies.

• **Service Accounts** — A generic identifier associated with a specific system or application that is used to authenticate access to another system or application.

• **Smartsheet** — An online platform used to manage projects and work-related tasks using automated workflows and other tools.

• **Software and Application Requests** — Provides software or applications to University community.

• **Software and Applications Distribution** — Distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers.

• **Software Installation Support** — Assist and support software installations and upgrades of University authorized software.

• **Software Licensing** — Management of licenses for software deployed to learning spaces and authorized users.

• **Software Support** — Support for installed University authorized software.

• **Student Information Systems** — Administration and management for student information systems.

• **Student Information Systems (PeopleSoft/IAS)** — The system for managing administrative information of students.

• **Test Scanning** — Scanning and scoring for multiple choice exams.

• **U Drive** — Individual file storage provided to all faculty and staff.

• **UAlbany Alert** — Provides one-way and emergency or critical event management communications to the campus community.