

# IT SERVICES SUMMARY

# DRAFT

## Classroom Technology for Instructors

- Audience Response Systems
- Computer Classrooms & Kiosks
- Lecture Capture
- Multimedia Equipment Loan & Support
- Video Conferencing Support

## Data Center Services

- Data Storage Online File Storage & Collaboration
  - Apps at UMass Amherst
  - UDrive: Online File Storage
- Server Hosting
- Cloud Service Management

## Educational Software Development

- Software Development, Evaluation & Acquisition
- Online Learning (OWL): Homework, Training, Testing
- Educational Technology Research & Outreach
- Web & Multimedia Development
- K-16 Outreach

## Email and Calendaring

- Recommended Configurations
- Hardware Repair & Maintenance

## Hardware

- Recommended Configurations
- Hardware Repair & Maintenance

## Help and User Services

- Help Center – Walk-in, phone, chat, and online
- Support Documentation Knowledge Base
- Equipment Loan Program
- Assistive technologies

## Information Security and Policies

- Data Security Compliance
- Risk reduction strategies & Incident response
- Firewall, VPN & Encryption
- Phishing & Identity Theft Awareness
- Viruses & Malware Protection
- Policy advisement; acceptable use, confidentiality and copyright fair use

## Information Technology Accounts

- Eligibility and requests for access (Course requests, NetIDs and subsidiary accounts)
- Deactivations

## Information Technology for Researchers

- High Performance Computing
- Research-specific software support
- Data Storage

## Infrastructure Services

- Authentication & Identity Management
- Database Administration
- Major Tech Projects

## Instructional Technologies

- Innovation Teaching Technology
- Instructional Research & Development
- Learning Management System (Moodle)
- Support & Training for Instructors
- The Instructional Media Lab

## IT Finance & Human Resources

- Technology Billing, Procurement and Human Resources
- Service Level Agreements

## Major Systems Support (campus-wide)

- Interface support – Advancement, EAB
- Imaging System
- Data Warehouse (UMetrx)
- UMass-wide System integrations

## Network Connectivity

- Wired (Ethernet) & Wireless Access
- Virtual Private Networking
- Internet2/Research networks

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## **Phones (Telecommunications)**

- Administrative, Residential & Blue Light Safety phones, University Cellular Phones & Mobile Devices
- Campus Operator services
- Voicemail Support

## **Printing**

- Pay-for-Print
- Remote Printing
- Print from IT Classrooms

## **Software, Site Licenses & Discounts**

- Site Licenses (see Appendix)
- Cellular Discounts
- Computers, Laptops & Peripherals (U\$ave)
- Supported Software & Downloads
- Software Consulting Services

## **Student Information Systems**

- Student Information System (SPIRE) in support of instructors, advisors, applicants and students
- Online Student Portal (Go.UMass.edu)

## **Technology Architecture**

- Technology Standards
- Design/Build networks
- IT protocols (for example change management and resolution initiatives)

## **Technology Training**

- Workshops for Instructors
- Dissertation & Thesis Formatting
- Online Training (Atomic learning)

## **Web Publishing**

- Site Hosting
- Blogs at UMass Amhers