

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 & 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 & Copyright Fair Use

Information Technology Accounts

- Eligibility & Requests for Access (Course Requests, NetIDs & Subsidiary Accounts)
- Deactivations

Information Technology for Researchers

- High Performance Computing
- Research-specific Software Support
- Data Storage

Infrastructure Services

- Authentication & Identity Management
- Database Administration
- Major Technology 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 & 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

IT SERVICES SUMMARY

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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 & Students
- Online Student Portal (Go.UMass.edu)

Technology Architecture

- Technology Standards
- Design/Build Networks
- IT Protocols
(for example: Change Management & Resolution Initiatives)

Technology Training

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

Web Publishing

- Site Hosting
- Blogs at UMass Amherst