

# Cautions About the Data

- Only “Customer Facing” services were requested initially, it was later expanded, some include both and others don’t
- Understanding of what constitutes an IT Service varied
- Many services were mapped to multiple generics, a primary was not identified
- “FTEs to Support” and “Annual Budget” are rough estimates
- Many services support more than one mission (Ex: both Teaching and Learning as well as Research)



# Agenda

- Background and Objectives
- Service Categories
- Summary of Findings
- Cautions About the Data
- Reports and Graphs
- Database and User Interface
- Q & A

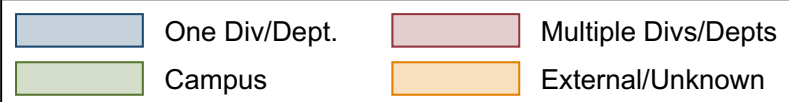
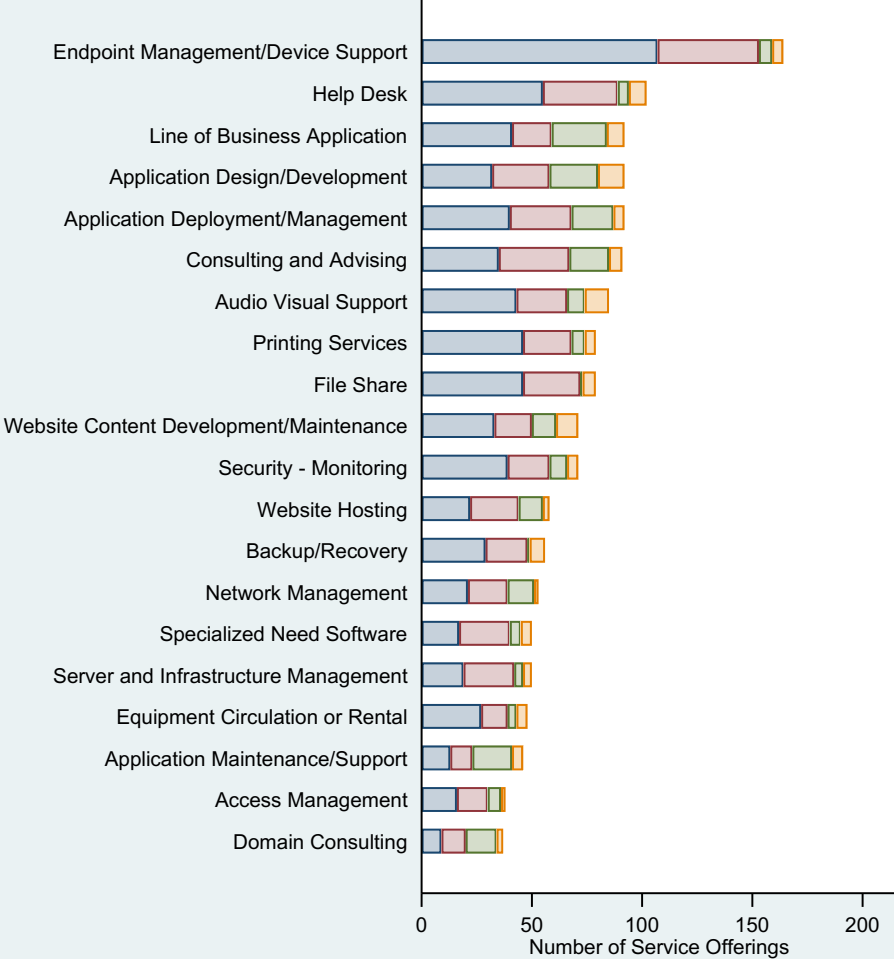


# Reports and Graphs

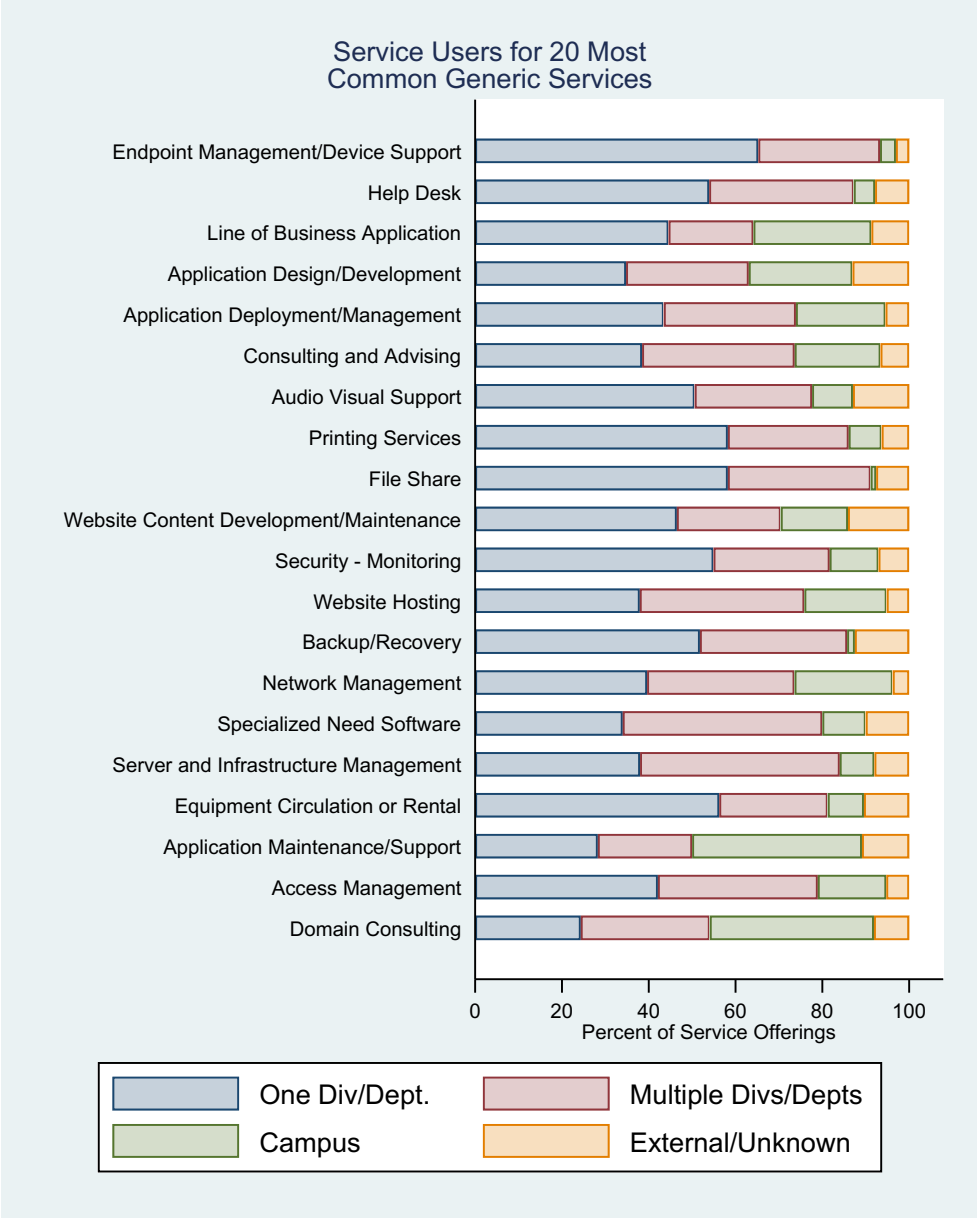


# Reports and Graphs

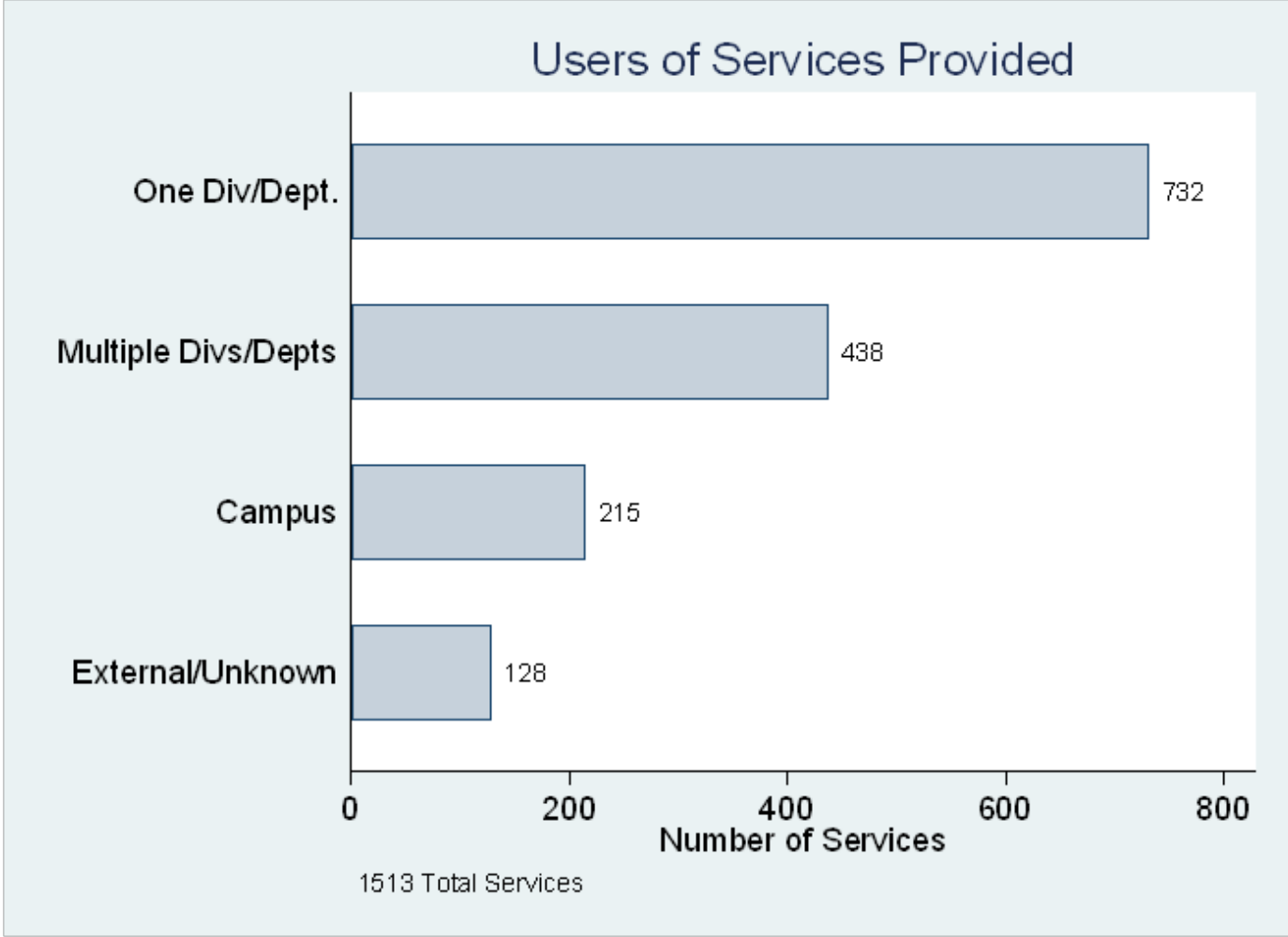
Service Users for 20 Most Common Generic Services



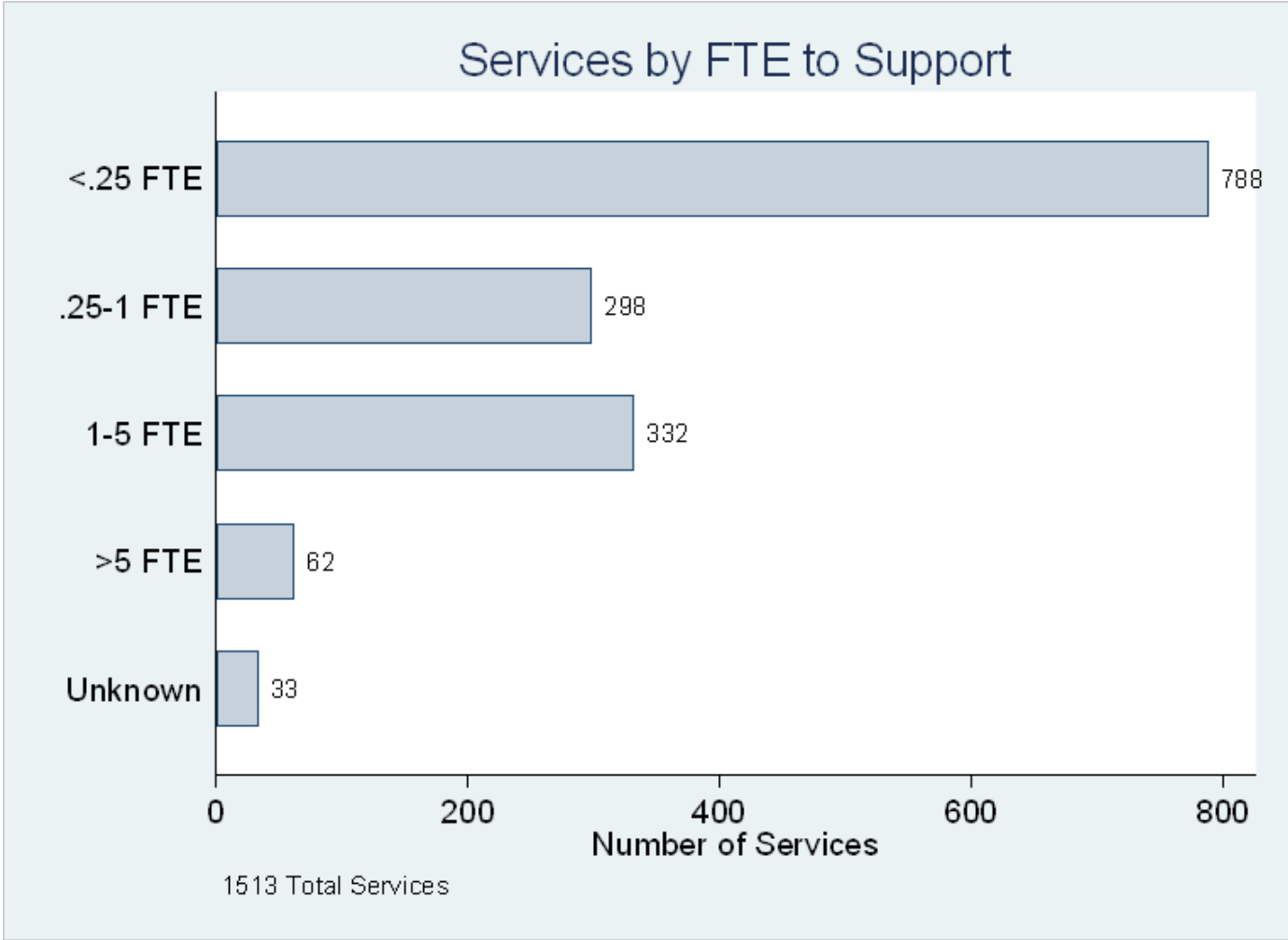
# Reports and Graphs



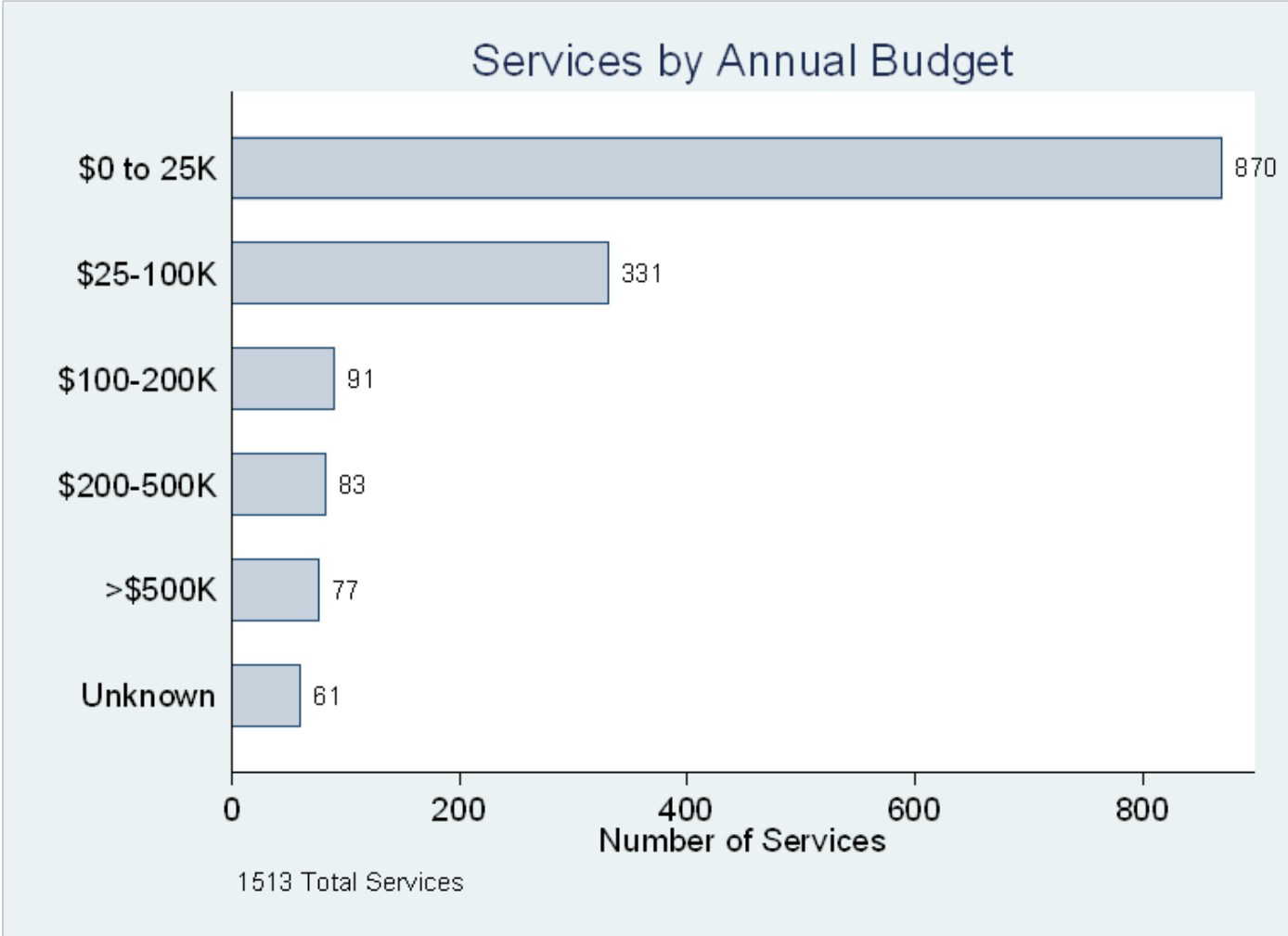
# Reports and Graphs



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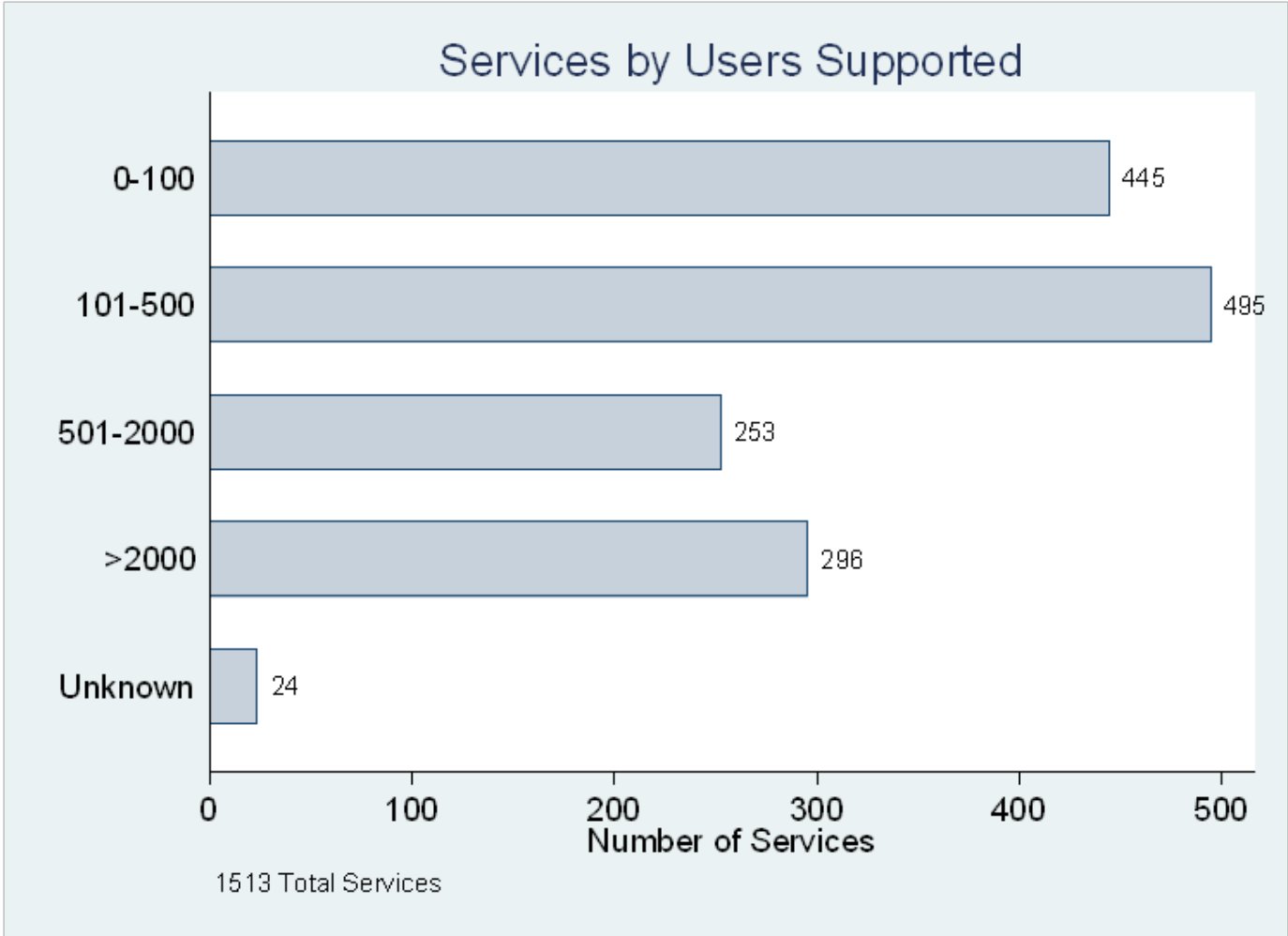


# Reports and Graphs

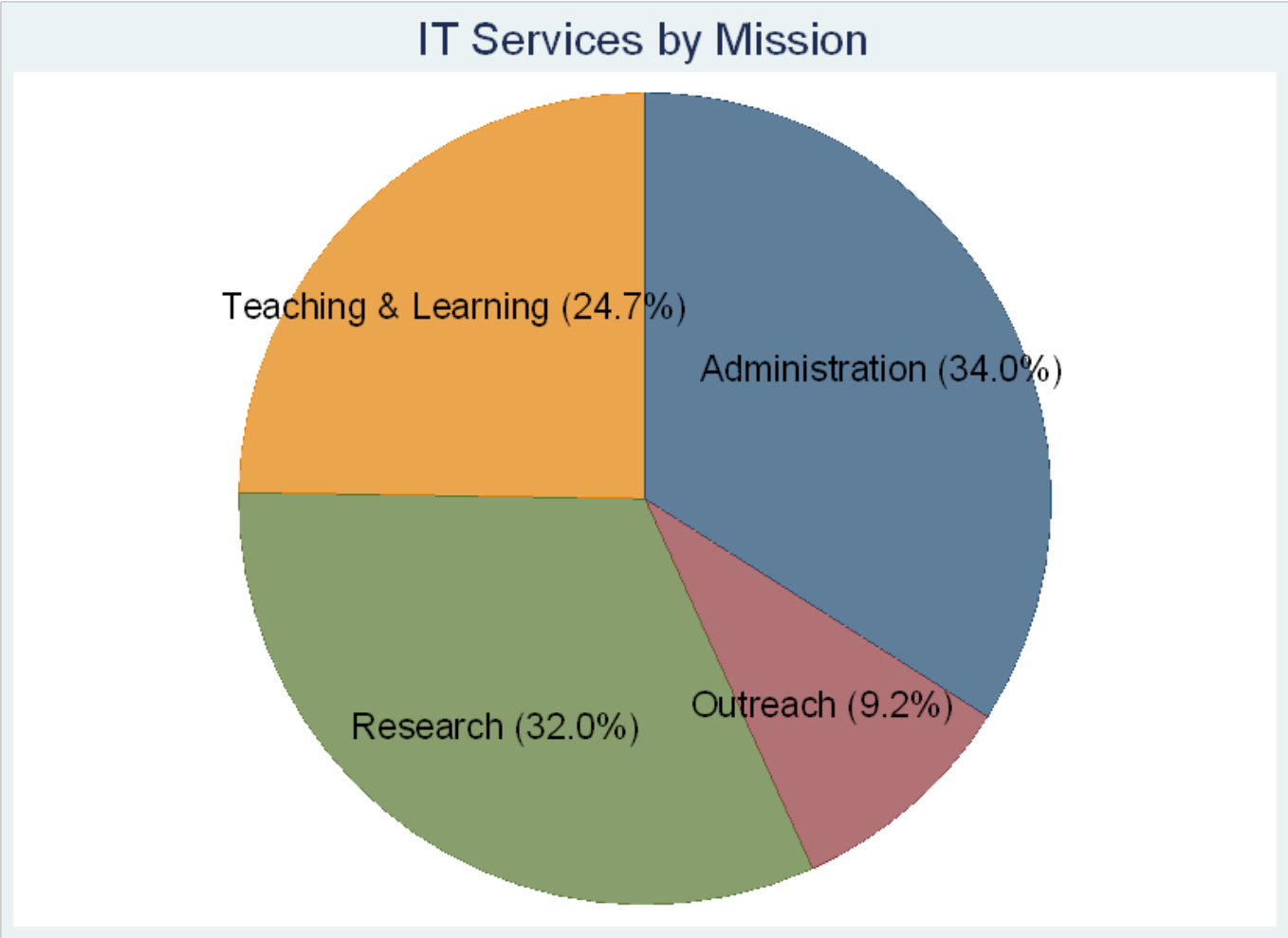




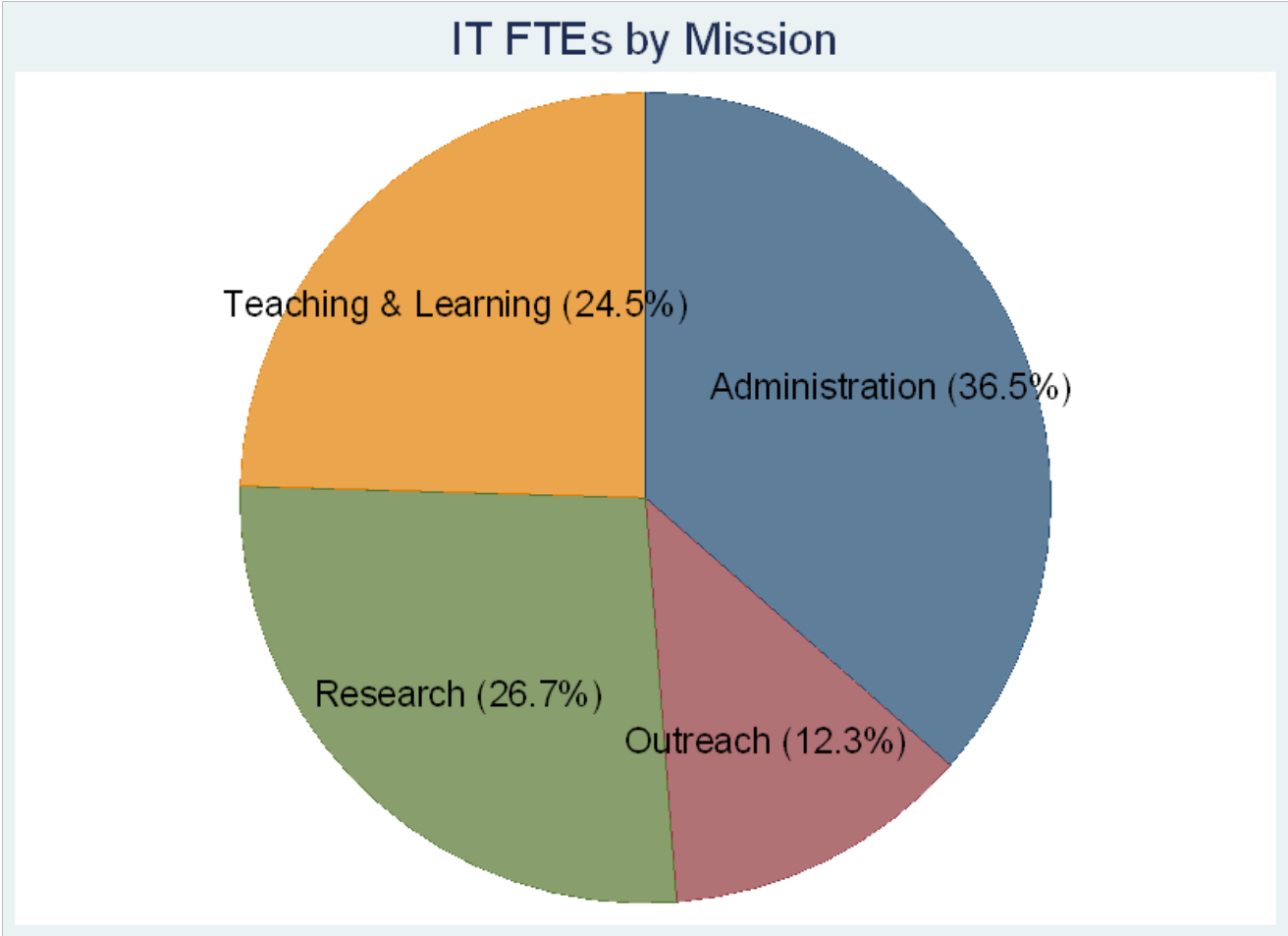
# Reports and Graphs



# Reports and Graphs



# Reports and Graphs



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# Database and User Interface



**Service Search**

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Service Name	Service Description	UDDS	Generic Service	Provider	Total Primary U/C	Annual Budget/Expense	FTE to Support	Mandate	Accreditation Related	Divisional Use Scope
Help Desk	End-user contact point	A482900	Help Desk;	Geography/State Cartographer's Office/Nelson Institute	101-500	\$0 to 25K	0.10	False	False	Multiple Divs/Depts
Help Desk	Contact point for office technology users to request help, get answers to problems.	A541000	Help Desk;	Nursing/Information Technology	0-100	\$0 to 25K	0.30	False	False	Multiple Divs/Depts



**Thank you for your time and attention!**

