

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

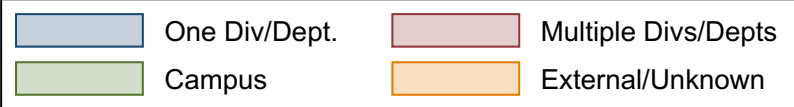
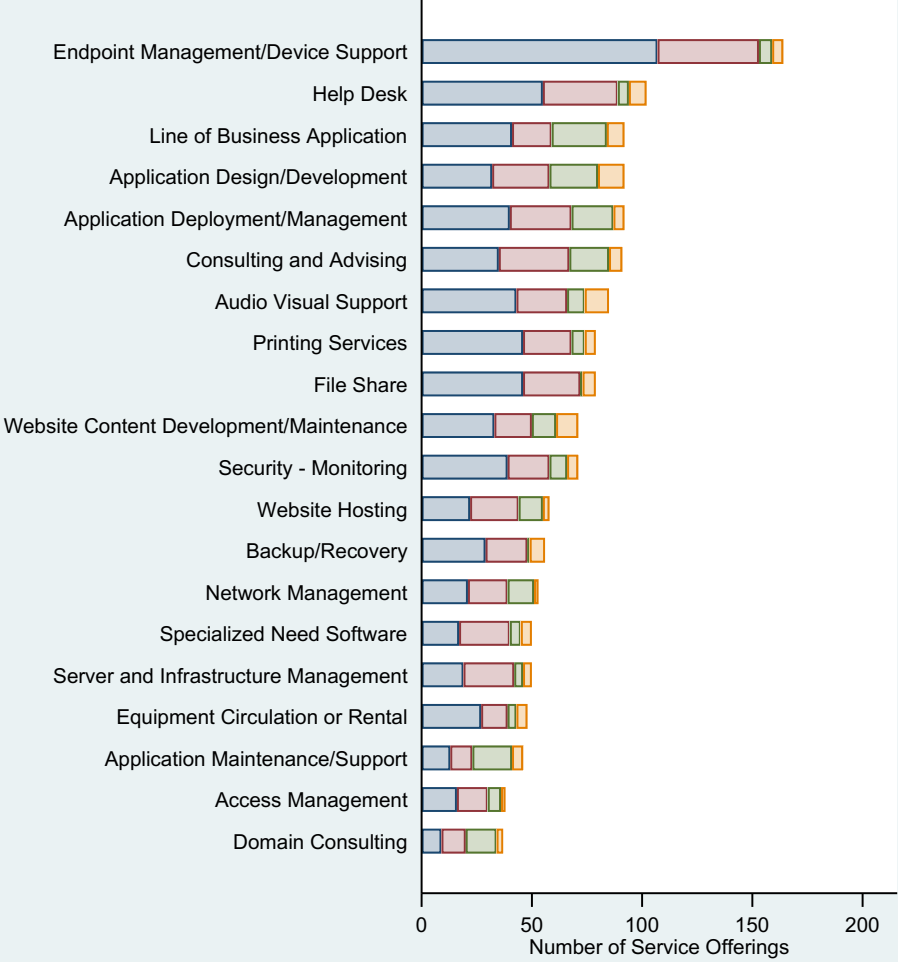


Reports and Graphs

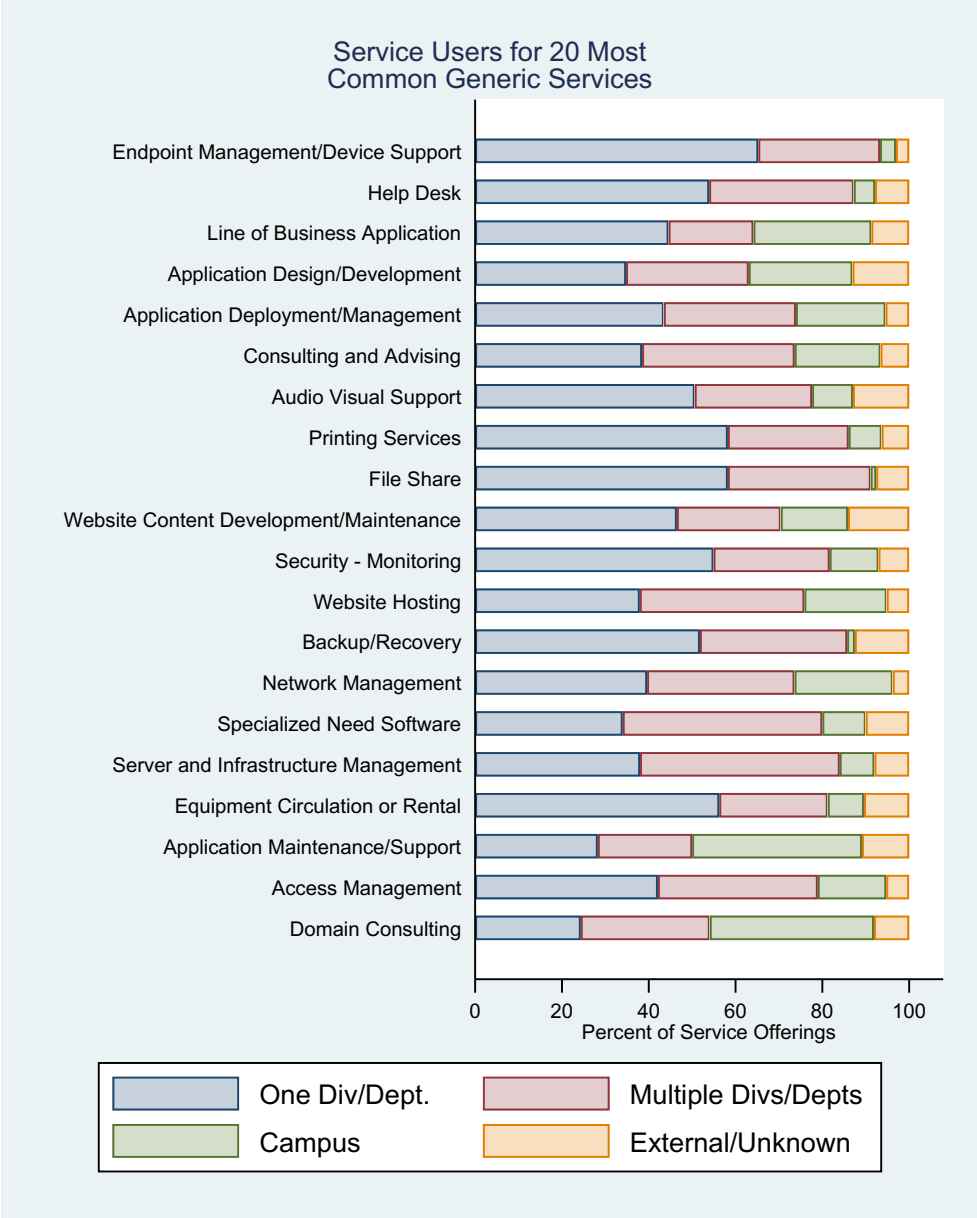


Reports and Graphs

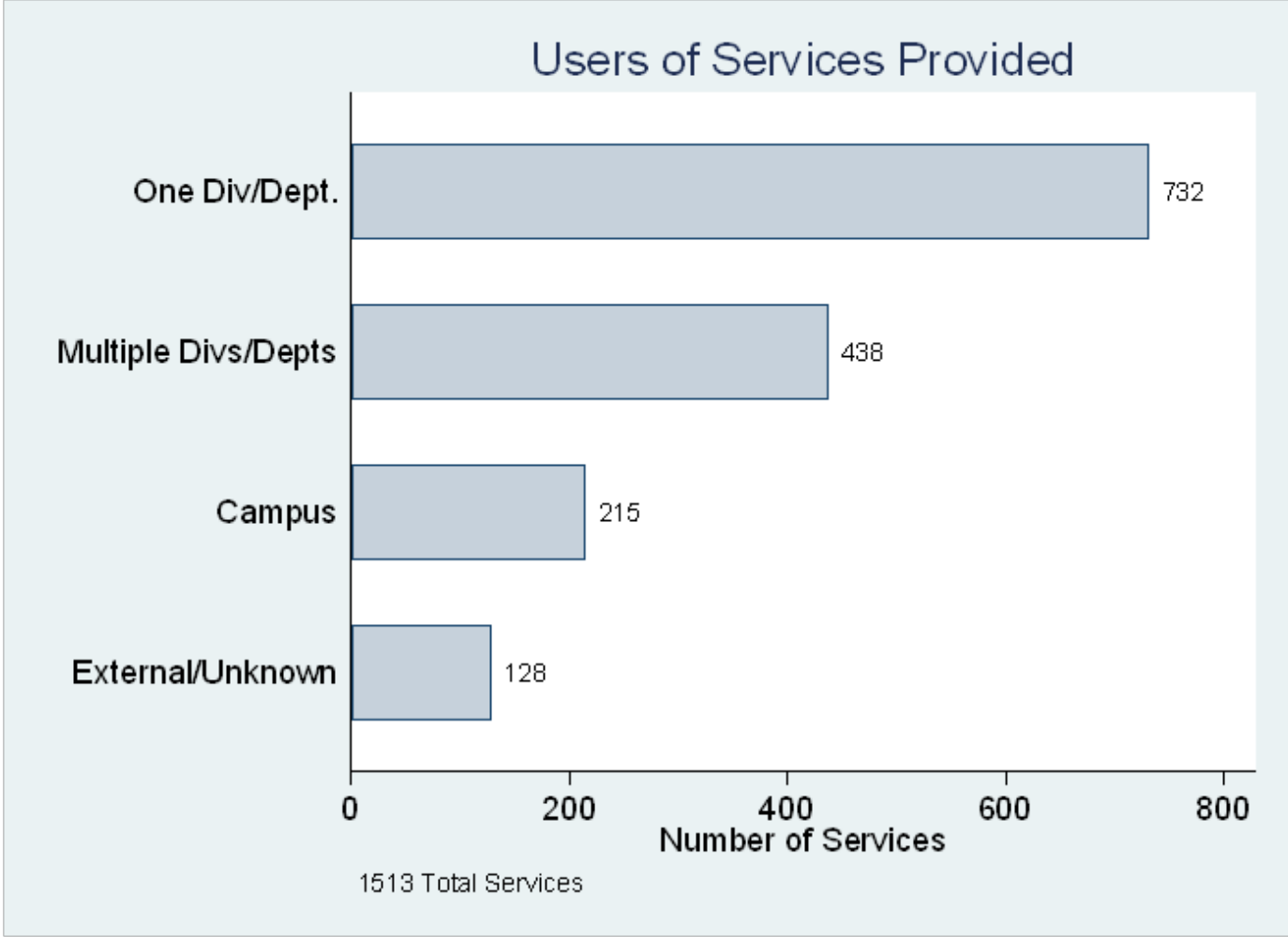
Service Users for 20 Most Common Generic Services



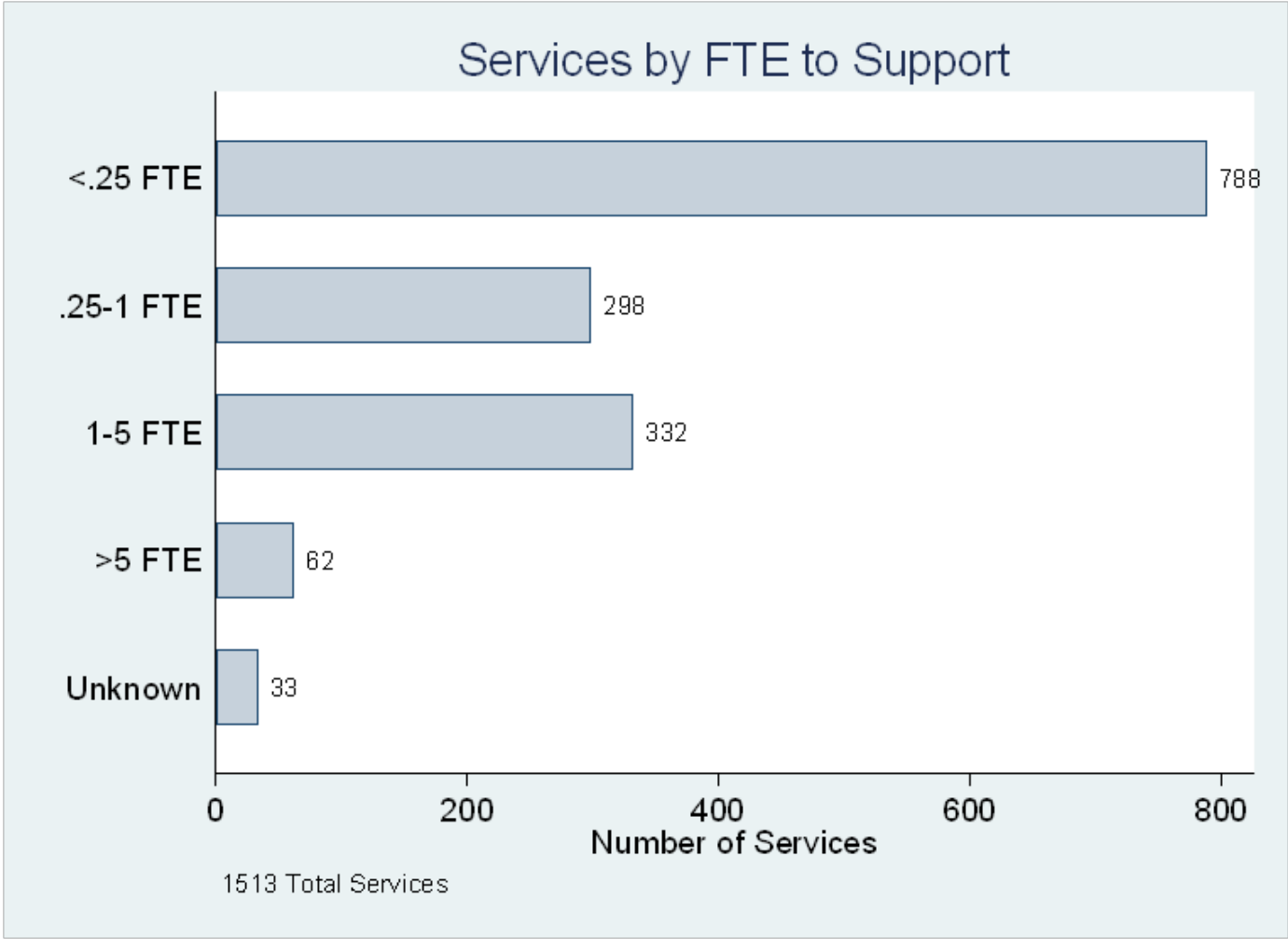
Reports and Graphs



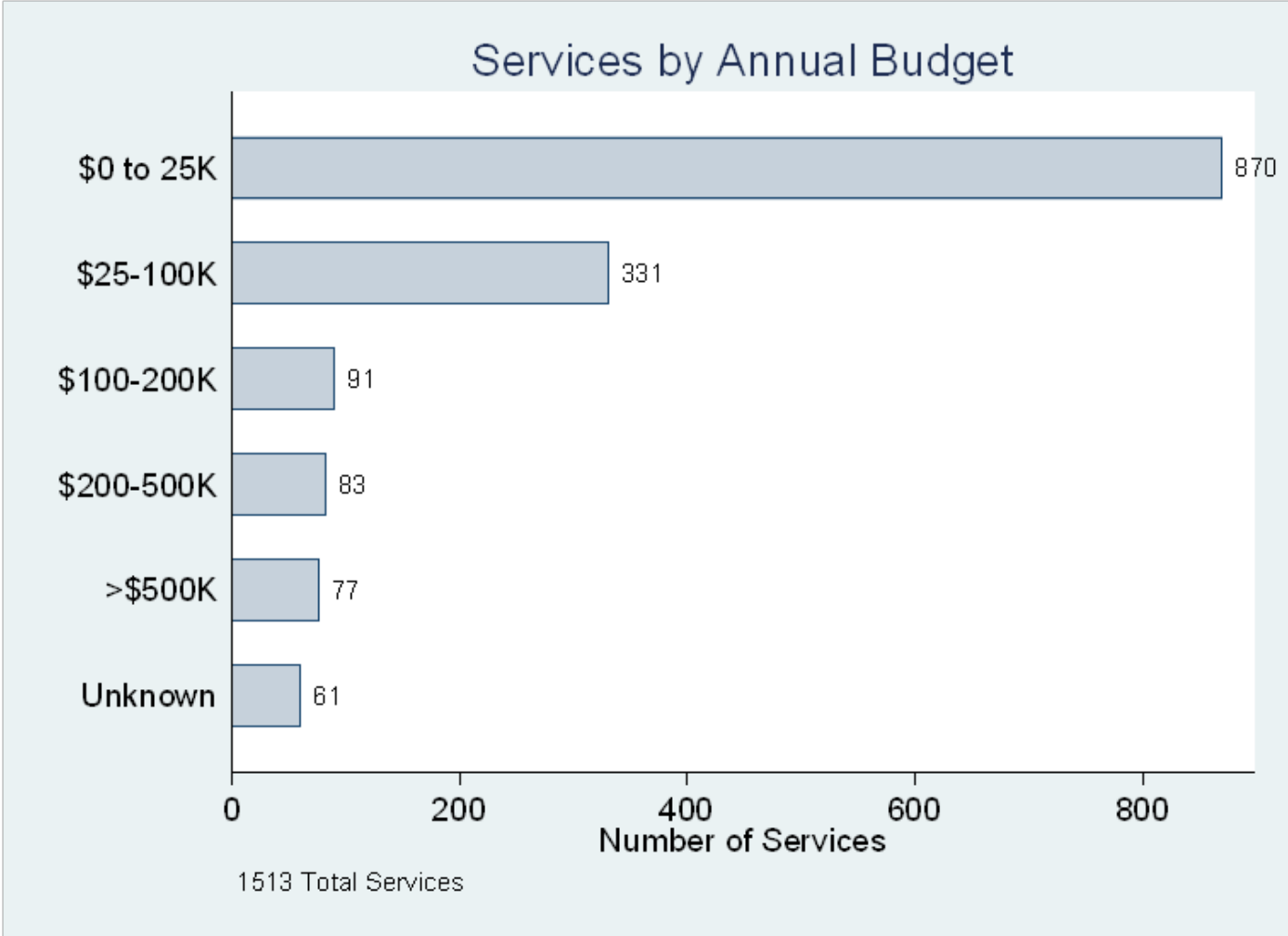
Reports and Graphs



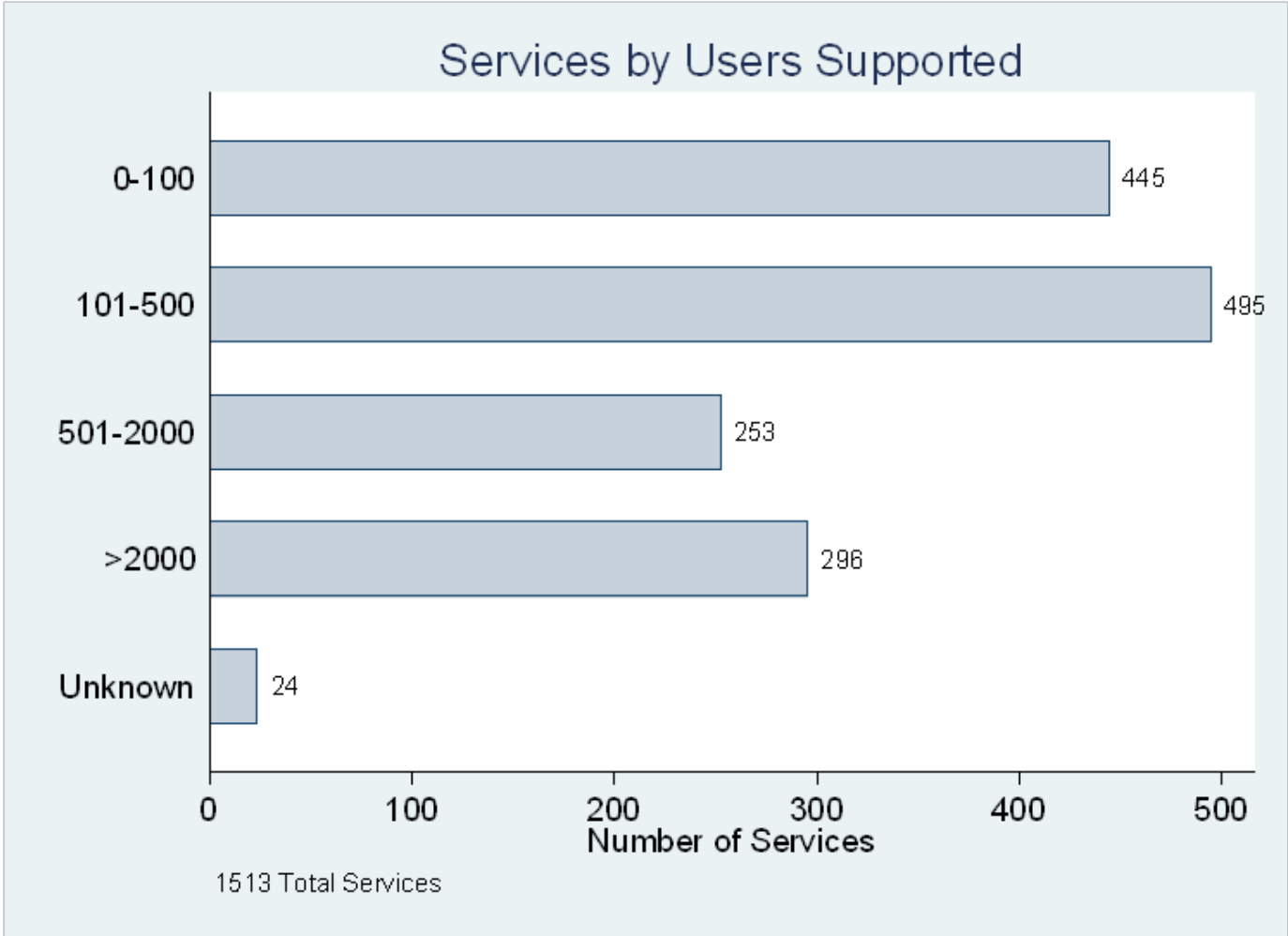
Reports and Graphs



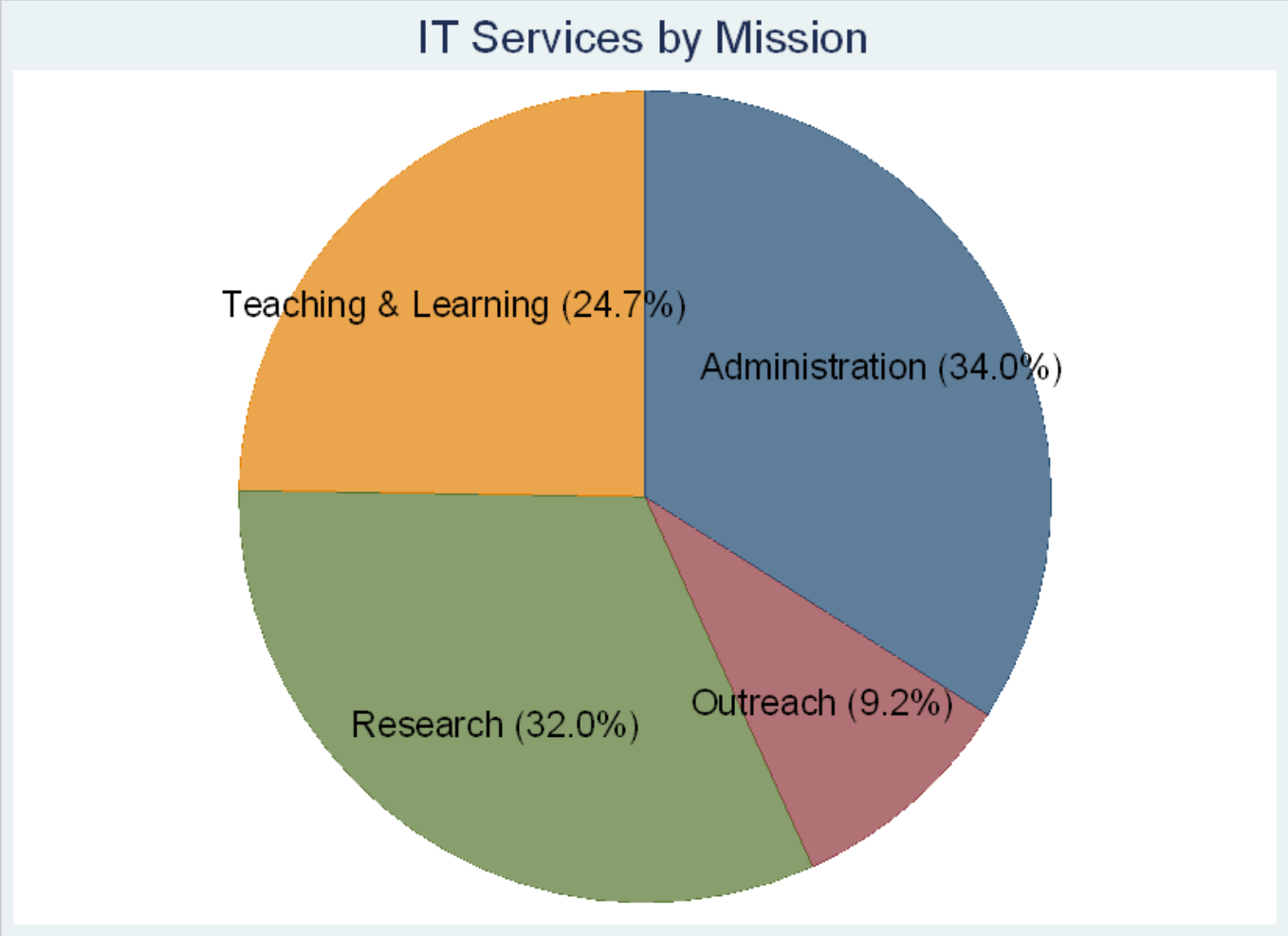
Reports and Graphs



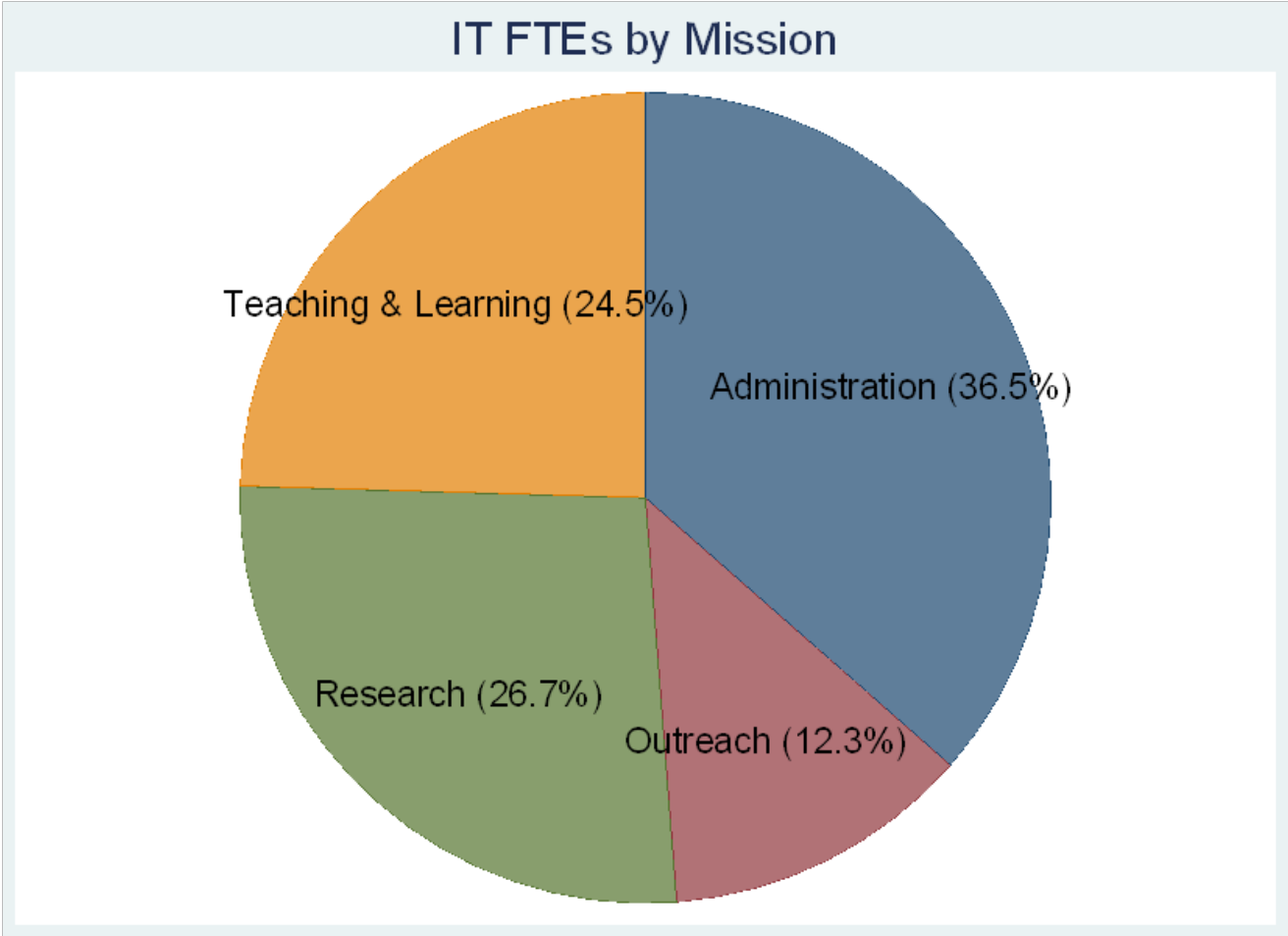
Reports and Graphs



Reports and Graphs



Reports and Graphs



Agenda

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



Database and User Interface



Service Search

[Back to Previous Screen](#)

[Export to Excel](#)

- [1](#)
- [2](#)
- [3](#)
- [4](#)
- [5](#)
- [6](#)
- [7](#)
- [8](#)
- [9](#)
- [10](#)
- [11](#)
- [12](#)
- [13](#)
- [14](#)
- [15](#)
- [16](#)
- [17](#)
- [18](#)
- [19](#)
- [20](#)
- [21](#)
- [22](#)
- [23](#)
- [24](#)
- [25](#)
- [26](#)
- [27](#)
- [28](#)
- [29](#)
- [30](#)

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!

