												1			1		
	# 5 - Infrastructure																
	Service Provider:	Division of Information Technology															
No.	Service Name	Service Description			tomers (che				lget/Expense		FTE	Federal/State/	Accredit-		onal Use (ch		Comments: Business processes being supported;
			0-100		Staff/Externa 501-2000		\$0 to 25k		k one) \$100-500k	>\$500k	to Support	UW-System Mandate (Y/N)	ation (Y/N)	One Div/Dept		Campus- Wide	Outcomes that the service enables users to achieve
		Portfolio includes the following discreet services: UW Digital ID, Manifest, NetID Login	0-100	101-300	301-2000	/2000	30 to 23k	323-100K	\$100-300K	23200K	Support	Wandate (1/N)	(1/18)	Div/Dept	Div/Depts	wide	This portfolio of services provides foundational authentication and authorization capabilities for all Enterorise
		(Shibboleth/SAML), Multi-factor AuthN Federated AuthN, Service Provisioning/De-provisioning, Attribute Release				x				x	9		N				service offerings throughout UW-Madison as well as many for UW - System. Also included in the portfolio are service which enable multi-factor authentication and LOA validation.
1	Access Management Services	Federated Autrin, Service Provisioning/De-provisioning, Attribute Release				X				X	g	У	N			X	services which enable multi-factor authentication and LUA validation. The services within this protfolio ensure that IT Services are managed within the guidelines established in the
		Portfolio includes the following discreet services: Change Management, Configuration															DoIT Operational Framework. The overriding goal of the DoIT Operational Framework is to define processes and related standards to ensure best possible operational efficiency, service, and uptime for the services DoIT
2	T Service Management	Management, Incident/Problem Management, Event Management/Monitoring Tools				х			х		3	N	N		х		supports.
		The Shared Web Hosting Service provides community test and production web hosting environment on Windows/IIS, LAMP (Linux/Apache), and Java platforms. This team also															Provides a shared environment for hosting of web content as well as consultation for managing web environments to more than 400 different entitles at UW-Madison. Maintains security policy and industry best
3	Shared Web Hosting	provides consultation and support for those with dedicated web hosting environments.			х				х		4	N	N		х		practices for web hosting.
		Portfolio includes the following discreet services: Converged Computing Infrastructure (virtualization/block storage), Systems Administration, Application Administration and															
4	Computing Infrastructure	Support, Enterprise Systems Hosting and Management				х				х	20	N	N			х	
		Centralized NetID-based authentication, allowing for delegated administration of local resources. Departmental IT administrators CAN assign group policies, manage security															
5	Active Directory Services	groups, and deploy software while taking advantage of the convenience of NetID authentication.				х			x		3	N	N			x	
																	The standard WiscList service allows users to communicate with recipients of their choosing. It is accessible, feature-rich, and available for anyone to use. WiscList Custom helps users generate mailing lists that are
																	automatically populated with members of a requested demographic. AdvisorList is an automated system that allows Advisors to personalize multiple email distribution lists based upon their Advisees and Advisee criteria,
		Portfolio includes the following discreet services: WiscList, WiscList Custom, ClassList,															such as Term, Class, Academic Plan, and Cumulative GPA. ClassList is an automated system that allows instructors to have email distribution lists generated based upon enrollment in their courses. Mass Email is a
6	list Sopulsos	AdvisorList, Mass Email				x			×		2	N	N		×		single-use mass emailing service that provides a mechanism to distribute University- or education-related messages to an audience comprised of UW-Madison students, faculty, and staff.
0	List Services					^			^		2	N	IN		^		messages to an audience comprised of OW-inadison students, racuity, and stan.
		Portfolio includes the following discreet services: Database Consulting, Database Hosting, Data Management Applications									20		N				
	Database Management	Data Management Applications				X				X	20	Y	N			X	
																	The Workload Automation Team automates IT processes through IBM's Tivoli Workload Scheduler (TWS). TWS coordinates various workload types across a broad spectrum of operating systems and application
																	platforms. It ensures jobs run at the correct time, in the proper order of execution, and monitors the process to ensure applications terminate normally. Electronic Report Distribution: ASG-Cypress provides document
		Portfolio includes the following discreet services: Workload Automation, Electronic Report Distribution, Business Intelligence Applications, Data Sanitization															capture, archive, retrieval, support and distributed delivery of content regardless of the technology generating or receiving the information. Business Intelligence Applications and Data Sanitization tool support also
8	Data Management Tools				х				х		3	N	N			х	available. Data Storage in multiple tiers based on availability and performance ranging from high performance/high
		Portfolio includes the following discreet services: Block level storage (non-converged), File level storage (CIFS/SharedDrive), Bucky Backup, Archival Data Storage															availability to long term archive. Bucky Backup is a flexible backup and recovery solution that utilizes IBM's Tivoli Storage Manager (TSM). Scalable digital long-term data (archive) storage available to campus
9	Storage/Backup/Archive					х				х	5	Y	N			х	departments.
		Portfolio includes the following discreet services: Amazon Web Services, Microsoft Azure,															
10	Public Cloud Services	Google Compute			х				х		3	N	N			х	Brokering, consulting, and integration related to contracted public cloud service offerings.
																	Architecture/Engineering, support, and administration of critical life, health, and safety systems provided for
		Portfolio includes the following discreet services: Campus Video Security, Door Access															the common good of campus. Regulatory Compliance Systems: Architecture/Engineering, support, and
11	Life & Safety Infrastructure Services	Controls, Building Automation/Fire Alarm Monitoring, FISMA hosting, Select Agent hosting, PCI hosting, emergency.wisc.edu hosting				х				х	5	у	N			х	administration of systems requiring extraordinary regulatory compliance and/or security clearance for operations.
																	Provides comprehensive, data center specific facilities management, operations, design and engineering. It ensures reliable capacity delivery, security, and availability of the foundational infrastructure components that
		Portfolio includes the following discreet services: Data center facilities management, Data															support the IT load within the campus's CCI data centers. These include power, cooling, edge networking, prepared space, and asset and configuration tracking. Data Center Infrastructure Services aspires to, at
		center operations, Data center facilities design and engineering, DC network design and management, Physical Co-location, Monitoring and Alerting, 24/7 Systems and Network															minimum, a Tier 2 level of data center uptime, with continues uninterrupted availability as its ultimate goal. SNCC 24x7 Operations staff in the DoIT Control Center providing operational support, monitoring and alerting
12	Data Center Infrastructure and Operations	Control Center Providing a wide variety of traditional and digital print services. Internal printing				х				х	20	N	N			х	for the services and networks hosted and managed by DoIT for UW Madison and UW System.
		and external print procurement methodologies are utilized to deliver the highest															
		quality, cost effective products available. Print related project ranges from business cards, custom book printing to large format signage and beyond.															
12	Digital Printing	Utilizing a PDF workflow for all print related files and media work. All data is archived and stored in a secure environment.				x				x	31	Y	N			¥	
15				1		~	1			~	11		(1				
		Our team of digital media staff produces a wide variety of design and multimedia production services. These services range from photography, graphic and web															
		design to 3D print simulations to a wide variety of digital file format conversions. We offer many unique digital media services that are developed to enhance the															
14	Digital Media	mission of the University of Wisconsin – Madison.			х				х		4	N	N			х	
		Provides customers with enterprise level print related product deliver needs the															
		ability to partner with DPPS. We provide just-in-time produced print and print media that are shipped directly to any global educational consumers. The															
		service consists of managing, production, warehousing and distribution of products ranging from educational assessment materials for grade school															
15	Fulfillment Services	teachers in India to DNR Resource Atlas's distributed throughout the state.			х				х		4	Ν	N			х	

-														
		Providing printer and multi-functional print devices to UW-Campus. This no												
		nonsense service provides a one-stop-shop for campus partners interested in												
		receiving fleet managed print technologies from DPPS. Customers receive a												
		monthly invoice with all managed devices listed with usage and service charges												
		specified. All customer and technical support provided by DPPS in partnership												
16	Printer Fleet Management	with DoIT Departmental Support.	х				х		2	N	N			x
	× ·													
17	Web platform service	MyUW platform for deploying web applications & services			Х			Х	7	N	N			X Available to all UW Systems institutions
10	Adabila alaffaan aan ing	Wisconsin App platform for deploying mobile applications on iOS and Android			x		x			N	N			x
18	Mobile platform service	wisconsin App platform for deploying mobile applications on IOS and Android					~		1	IN	IN	_		*
19	Software quality assurance	Testing services for performance and functionality	×				x		3	N	N		x	
15	Software quality assurance	in the second	~				~		2				<u>^</u>	
20	Directory Services	campus directories for applications, online search, etc			х			х	6					
I										1				
I		Application Delivery Controller(ADC) / Load Balancers to help spread clientload across								1				Content caching, compression, SSL offloading (client SSL to the URL and http to the backend servers), IPv6 to
I		multiple servers and in some deployment scenarios even reduce the loadto the servers.								1				IPv4 & vise-versa, Surge Protection, DoS Protection as well as direct clients to specific servers based on URL,
21	Network Load Balancing	Potentially saving server costs.			х		х		3	N	N			X client type, location and many more
I										1				
		Management and support the digital (with limited analog) cableTV service for campus												
22	Television (Charter U)	residence halls, guest facilities, academic departments, andstudent recreational facilities			х			x	2	N	N			X Cable TV service
					A			~	-					
		DNS is a distributed database linking friendly names (e.g. www.wisc.edu) to IP addresses												
	2010	to enable easier connectivity to network-connected resources while DHCP enables more efficient use of IP addresses and facilitates device mobility			x		x			N	N			
23	DNS/DHCP	efficient use of IP addresses and facilitates device mobility					~		3	IN	IN	_		X Provides campus wide Domain name hosting for departments
		Provides development and support for the Authorized AgentNetwork Tool Suite (AANTS)												
		and other related software applications to support the collaborative management of the												
24	Network Application Development	campus network		х			х		2	N	N			X Allows collaborative partners to manage their network devices
										1				
I	Wiring/Fiber - fiber/copper design, repair and									1				
	coordination	Infrastructure Engineers develop cabling standards, review and comment on construction			x			х	4	N	N			Provides data standard input for major construction managed by DOA, remodel project run by FP&M or other X advice a UW Staff person may request
25	continuation	documents	-			-		^	4	N	N	-		A auvice a uvi Stall person may request
1										1		1		
I										1				
I										1				Circuit(transport) options include commercial service (DSL, cable modem, private leasedlines) as well as dark
		Connecting UW-Madison campus network, remote locations or the UW-System statewide												fiber connectivity via the Madison-area Metropolitan UnifiedFiber Network (MUFN) or similar community
26	Internet Access/Connection	data network to the Internet and each other			Х			Х	4	N	N	_		X area networks in other locales within the State. Research & Education Connectivity and Special Circuits.
I										1				
I		Assists with technical coordination of the outsourced indoorand outdoor Distributed								1				Coordinates with single vendor to put multiple carrier cellular towers on campus for use of cell phones inside
27	Cellular DAS	Antenna System (iDAS and oDAS) on campus			Х			х	1	N	N			X and outside buildings
I										1				
I		SSID to allow students, researchers and staff from participating institutions to obtain								1				
28	Wireless (eduroam)	wireless internet access on the UW-Madison campus			Х			Х	4	N	N	_		X
I										1				
		UW-Madison wireless network service SSID providing users with fast and convenient										1		
29	Wireless (UWNet)	online access.			Х			X	4	N	N			X