

| # 5 - Infrastructure | | | | | | | | | | | | | | | | | |
|----------------------|---|---|---------------------------------------|---------|----------|-------|-----------------------------------|-----------|------------|---------|----------------|--|---------------------|----------------------------|-----------|-------------|---|
| Service Provider: | | Division of Information Technology | | | | | | | | | | | | | | | |
| No. | Service Name | Service Description | Primary Users/Customers (check one): | | | | Annual Budget/Expense (check one) | | | | FTE to Support | Federal/State/ UW-System Mandate (Y/N) | Accreditation (Y/N) | Divisional Use (check one) | | | Comments: Business processes being supported; Outcomes that the service enables users to achieve |
| | | | Students/Faculty/Staff/External Users | | | | | | | | | | | Div/Dept | Div/Depts | Campus-Wide | |
| | | | 0-100 | 101-500 | 501-2000 | >2000 | \$0 to 25k | \$25-100k | \$100-500k | >\$500k | | | | | | | |
| 1 | Access Management Services | Portfolio includes the following discreet services: UW Digital ID, Manifest, NetID Login (Shibboleth/SAML), Multi-factor AuthN Federated AuthN, Service Provisioning/De-provisioning, Attribute Release | | | | X | | | | | | X | | | | | This portfolio of services provides foundational authentication and authorization capabilities for all Enterprise service offerings throughout UW-Madison as well as many for UW - System. Also included in the portfolio are services which enable multi-factor authentication and LDA validation. |
| 2 | IT Service Management | Portfolio includes the following discreet services: Change Management, Configuration Management, Incident/Problem Management, Event Management/Monitoring Tools | | | | X | | | | | X | | | | | | The services within this portfolio ensure that IT Services are managed within the guidelines established in the 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 supports. |
| 3 | Shared Web Hosting | The Shared Web Hosting Service provides community test and production web hosting environment on Windows/IS, LAMP (Linux/Apache), and Java platforms. This team also provides consultation and support for those with dedicated web hosting environments. | | | X | | | | | | X | | | | | | Provides a shared environment for hosting of web content as well as consultation for managing web environments to more than 400 different entities at UW-Madison. Maintains security policy and industry best practices for web hosting. |
| 4 | Computing Infrastructure | Portfolio includes the following discreet services: Converged Computing Infrastructure (virtualization/block storage), Systems Administration, Application Administration and Support, Enterprise Systems Hosting and Management Centralized NetID-based authentication, allowing for delegated administration of local resources. Departmental IT administrators CAN assign group policies, manage security groups, and deploy software while taking advantage of the convenience of NetID authentication. | | | | X | | | | | X | | | | | | |
| 5 | Active Directory Services | | | | | X | | | | | X | | | | | | |
| 6 | List Services | Portfolio includes the following discreet services: Wisclist, Wisclist Custom, ClassList, AdvisorList, Mass Email | | | | X | | | | | 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, 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 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. |
| 7 | Database Management | Portfolio includes the following discreet services: Database Consulting, Database Hosting, Data Management Applications | | | | X | | | | | X | | | | | | |
| 8 | Data Management Tools | Portfolio includes the following discreet services: Workload Automation, Electronic Report Distribution, Business Intelligence Applications, Data Sanitization | | | X | | | | | | 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 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 available. |
| 9 | Storage/Backup/Archive | Portfolio includes the following discreet services: Block level storage (non-converged), File level storage (CIFS/ShareDrive), Bucky Backup, Archival Data Storage | | | | X | | | | | X | | | | | | Data Storage in multiple tiers based on availability and performance ranging from high performance/high 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 departments. |
| 10 | Public Cloud Services | Portfolio includes the following discreet services: Amazon Web Services, Microsoft Azure, Google Compute | | | X | | | | | | X | | | | | | Brokering, consulting, and integration related to contracted public cloud service offerings. |
| 11 | Life & Safety Infrastructure Services | Portfolio includes the following discreet services: Campus Video Security, Door Access Controls, Building Automation/Fire Alarm Monitoring, FISMA hosting, Select Agent hosting, PCI hosting, emergency.wisc.edu hosting | | | | X | | | | | X | | | | | | Architecture/Engineering, support, and administration of critical life, health, and safety systems provided for the common good of campus. Regulatory Compliance Systems: Architecture/Engineering, support, and administration of systems requiring extraordinary regulatory compliance and/or security clearance for operations. |
| 12 | Data Center Infrastructure and Operations | Portfolio includes the following discreet services: Data center facilities management, Data center operations, Data center facilities design and engineering, DC network design and management, Physical Co-location, Monitoring and Alerting, 24/7 Systems and Network Control Center | | | | X | | | | | X | | | | | | 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 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 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 for the services and networks hosted and managed by DoIT for UW-Madison and UW System. |
| 13 | Digital Printing | Providing a wide variety of traditional and digital print services. Internal printing 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. Utilizing a PDF workflow for all print related files and media work. All data is archived and stored in a secure environment. | | | | X | | | | | X | | | | | | |
| 14 | Digital Media | 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 mission of the University of Wisconsin – Madison. | | | | X | | | | | X | | | | | | |
| 15 | Fulfillment Services | 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 teachers in India to DNR Resource Atlas's distributed throughout the state. | | | | X | | | | | X | | | | | | |

