

## SERVICE INVENTORY STUDY: TEMPLATE

**1. IT Services.** Two types of IT services:

**a. Customer-facing services:**

Services in categories a – d, g – h: See below

**b. Infrastructure services:**

Services in categories e and f.

For definitions and clarifications of IT services, customers and other concepts: See the “**Definitions, Clarifications, Implementation Plan, Timeline**” document.

**2. Categories:**

A service category is a logical grouping of services that benefit from being managed together.

Listed below are common IT *services* offered in each category. This list should be broadly representative but may not be comprehensive. Your division may not offer all of these or may have additional services.

**a. Teaching and Learning:**

Instructional technology, tools, and resources directly supporting teaching and learning. Includes, but not limited to:

- Learning management systems: Services in support of managing and sharing course materials (videos, documents, spreadsheets, etc.) and facilitating learning through collaboration.
- Classroom technology and support: Services to ensure classrooms are suitably equipped and functional to meet the needs of the education experience.
- Lecture capture: Services for recording, storing, editing, and publishing course lectures.
- In-class and online course development.
- Learning analytics.
- Course evaluation.

- Webinars.

**b. Research:**

Services supporting research activities, including:

- Research computing: Computing and storage resources and services to support research that has specialized or highly intensive computation, storage, bandwidth, or graphics requirements. Includes high-performance and high throughput computing (HPC/HTC).
- Advanced applications: Services for applications that could include plotting, scientific visualization, modeling, rendering, animation, graphics programming, and image manipulation.
- Visualization: Graphics, visualization, and virtual-reality facilities and services in support of research application areas such as biomedical engineering, chemistry, space weather modeling, computational fluid dynamics, archaeology, and fine arts.
- Lab-management systems: Services to record and track lab experiments, equipment, and specimens.
- Research administration systems: Services in support of systems used to secure funding, manage funding, conduct research, and facilitate compliance.

**c. Administration and Business:**

Enterprise and local services that support the administrative and business functions of the university/division. Includes:

- Finance, human resources, and procurement systems
- Student information systems: Services to support admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, and career services.
- Faculty information systems: Services that support faculty administration, review, promotion, and tenure.
- Library systems: Services for library systems that provide access to local and remote information in support of teaching, learning, and research. Includes acquisitions, catalog, circulation, serials, a public user interface, interlibrary loan, discovery tools, etc.
- Conference and event management
- Reporting and analytics: Business intelligence platforms, data warehouse, dashboards, analytic tools, transactional reporting, and operational data stores.
- Alumni and advancement: Alumni portals and services that support university advancement and development.
- Athletics: Athletics administration, recruiting, procurement, and ticketing systems.

**d. Communication and Collaboration:**

IT services that facilitate communication and collaboration needs. Includes:

- E-Mail and calendaring: Services associated with e-mail, calendaring, contacts, broadcast mail, enterprise-wide mailing list management, and messaging.
- Telephony/VoIP: Services associated with telephony, including voice services, teleconferencing, etc.
- Video/web conferencing.
- Media and content management systems.
- Web application development and hosting.
- Emergency notification: Services in support of campus alert systems.

**e. Infrastructure:**

Enterprise-level hardware, software, systems, and network infrastructure that provide underlying support for the university/divisional activities. Includes:

- Data centers: Maintenance of physical data centers, including co-location services, planning, and strategy for data center management.
- Network: Includes maintenance of infrastructure items required to offer network connectivity; does not include support for end users to access the network.
- Database administration: Includes hosting and administration of databases.
- Middleware: Services in support of the layer between the operating system and the end-user application.
- Monitoring: Monitoring services for IT services and underpinning technology.
- Server Infrastructure: Provisioning, hosting, and administration of servers, physical and virtual.
- Storage: Back-end technology and services required to maintain core storage capabilities, including server storage, database backups, etc.; does not include customer-facing storage options.

**f. Security:**

Infrastructure and services that provide security, data integrity, and compliance for university activities. Includes:

- Identity and access management: Services relating to authentication, access, role-based provisioning, etc.

- Secure computing: Services that provide a secure computing environment for end users. Includes network security, system security, application security, virus protection, encryption, data security, audit and monitoring systems and services, etc.
- Security incident response and investigation: Services that respond to, remediate, and seek to prevent security incidents.
- Security policy and compliance: Services relating to institutional policy or compliance guidelines and requirements. Includes information risk management, privacy impact assessments, emergency preparedness, support for audit processes, etc.

**g. IT Professional Services:**

Services that are consultative in nature. May include IT training, consulting/advisory services (help desk), business continuity/disaster recovery, enterprise architecture, portfolio/project management, and IT service management and operations.

Services that are consultative in nature, and may be a combination of customer-facing and non-customer-facing services. Includes:

- Consulting and advising: Guidance services on how to leverage technologies and select technology solutions, including those in the cloud.
- Application development: Tools, services, and products that support the ERP, the mainframe, mobile application development, and custom application development, including tools built into ERP and mainframe systems, as well as integration with third-party systems.
- Training: Training services for end users on IT applications and systems.
- IT service management (ITSM).
- Portfolio and project management.
- Business continuity and disaster recovery: Business continuity consulting and planning and disaster recovery planning, including disaster recovery exercises.

**h. End-Point Computing:**

User productivity services that enable community members to perform their day-to-day work, including providing access to enterprise services. Includes:

- Network access.
- Computer labs.
- End-point support (desktops, mobile devices, etc.): Services that support for all types of end-point devices and associated operating and application software, including user file storage, end-point computing backup solutions, desktop virtualization.

- Printing: Copy, scan, fax, and printing services, including applications for managing these services.
- Software distribution: Distribution of software and licenses via media, online methods, and license servers.

### 3. Template

Service Owner:

Service Category (Example: Teaching & Learning)										
Service Name	Service Description	Primary Users/Customers: Students/Faculty/Staff/External Users				Service Provider	Annual Budget/Expense			
		0-100	101-500	501-2000	>2000		\$0-\$25K	\$25-\$100K	\$100-\$500K	>\$500K
1.										
2.										
3.										

(continues)

Service Category (Example: Teaching & Learning)						
FTE to Support	Federal/State /UW-System Mandate?	Accreditation?	Divisional Use			Comments: business processes being supported; outcomes that the service enables users to achieve
			Campus-Wide	>= 2 Divisions /Departments	1 Division /Department	
1.						
2.						
3.						

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