**User Services Programs & Lines of Business - January 2019**

Services and products as defined from a campus/user perspective. Blend of offerings (services and products) offered by each line of business would be periodically re-evaluated and adapted to meet ever-changing user and mission needs.

### Product Sales & Support
- **Tech Store Sales & Support**
  - Technology consulting and product purchasing of academic technology products for departments, faculty, staff, and students. Authorized warranty repair for Apple and Dell computers.
- **Product Management**
  - Manages the product portfolio in the Tech Store, and provides customized buying support for campus departments and users. Manages Campus Software Library and WISC software program.
- **TechStore Product Management**
- **Software Sales & Licensing**
- **Campus Software Library (CSL)**
- **WISC Software Program**

### Endpoint Management
- **Departmental Support**
  - Contract departmental support services to UW-Madison departments, ranging from backup support for departmental staff to full-service, department security services, and on-site department support.
- **Departmental Desktop Support**
- **Endpoint Management and Consulting**
- **OS Deployment Service**
- **Event Management Service**
- **Managed Security Layer Service**
- **PCI & Select Agent Service**

### Support Services
- **InfoLabs**
  - Manages the campus general access computer lab program as well as the computer checkout and rental programs for campus.
- **Campus Computer Lab Management**
- **Laptop Checkout Program**
- **Campus Kiosk Program**
- **Pay-to-Print Services**
- **Central Campus Help Desk Services**
- **Department Help Desk Services**
- **Embedded Agent Program**
- **Case/Ticket Management**
- **Quality Assurance**
- **Remote Control Service**
- **Help Desk Knowledge Management**

### Communication & Collaboration Services
- **Productivity & Collaborative Solutions**
  - Specializes in services and technologies enabling campus individuals and organizations to work together more productively, collaboratively, efficiently, and effectively.
- **Email, Calendar, & List Services**
- **Group Communication & Collaboration Services**
- **SaaS File Storage and Collaboration**
- **Campus Productivity Tools**
- **Consulting & Support**
- **Messaging Flow, Relay, & Security**
- **Solution Design & Architecture**
- **Delegated Administration Tools**

### Service Offerings
- **Personal & Departmental Technology Sales**
- **Technology Consulting**
- **Walk-in Help Desk**
- **Computer Rental**
- **Computer Repair**
- **Logistics Services**

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**User Services Programs & Lines of Business**

**Services Offered**

- **Tech Store Sales & Support**
- **Product Management**
- **Departmental Support**
- **InfoLabs**
- **Help Desk**
- **Central Campus Help Desk Services**
- **Productivity & Collaborative Solutions**

**Lines of Business**

- **Personal & Departmental Technology Sales**
- **Technology Consulting**
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