IT Service Catalogue - Draft for Discussion

CAMPUS-WIDE CENTRALLY FUNDED	FEE FOR SERVICE	LOCALLY PROVIDED
Data Network maintenance & support	**Network Installation**	**Teaching/Learning**
Communications	**Infrastructure projects**	Instructional support
Voice- basic/standard service	**IT Consulting/contractors**	Student social/learning spaces
Email	Project managers, Business Analysts, Developers, etc.	Computer labs
Web/Video conferencing	**Voice- enhanced features/functionalities**	**Research support**
Meeting Management	**Mobile device acquisition and use**	Specialized research support
Unified Communication		**System and network admin**
Social Networking		Local network management
Enterprise Architecture		Software (local requirement/specific to unit)
Systems interoperability, data integrity		Local requirements definition
Information System Coordination and Support		**Local web content management**
Information systems (administrative)		**Service desk/helpdesk**
Information systems (teaching and learning)		**Web/video conferencing**
Data Warehouse		
Enterprise Applications		
Events Calendar		
Portal		
Enterprise Services		
Person and Authentication services		
Workflow service		
Rules service		
Digital imaging, document management		
Customer relationship management		
Web hosting, design and development		
Data Centre		
Hardware Hosting		
Virtual Server hosting		
SAN and file storage		
Green IT		
Disaster Recovery and Business Continuity		
Security		
Application review		
Firewalls		
VPN		
Anti-virus and anti-spam		
System scanning		
Incident response/coordination		
Best practices/policies/training		
General Research support		
Software (Campus agreeement where applicable)		
Project Management Office (PMO)		
Service desk/helpdesk		

(yellow)	**New Services**
(green)	**Will be scaled up**

14/01/2009