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SERVICE MAP
A TECHNOLOGY GUIDE TO MAKE YOUR LIFE EASIER

- Top-tier products that meet your needs
- Expert advice to guide your decisions
- Systems that support and improve your productivity
- Security protection to ease your mind

SOME OF OUR SERVICE PARTNERS

- Facilities Management
- U Safety Department
- Huntsman Cancer Institute
- Utah Education & Telehealth Network

Contact: Ken Pink, Deputy Chief Information Officer
Email: ken.pink@utah.edu | Phone: 801-581-3875
Online guide: bit.ly/uit-service-guide

IT.UTAH.EDU
Under the leadership of Chief Information Officer Steve Hess, University Information Technology (UIT) strives to provide stable, dependable, and secure IT access for students, faculty, staff, clinicians, patients, and researchers. As the central IT service provider for campus, UIT is responsible for many of the University of Utah’s most critical common IT resources. Research and high-performance computing, as well as teaching and learning technologies, also have reporting relationships to the UIT organization.

UIT MISSION

1. Support the U’s mission to foster path-breaking scholarship and provide high-quality affordable education and health care.

2. Provide timely, secure, and reliable access to information, communication, and technology services.

3. Extend access of university resources to a diverse constituency regardless of time, place, or device.

UIT VALUES

1. Seek effective solutions that can save time and money, minimize duplication, and improve processes.

2. Solve problems through a consensual, collaborative, best-practices approach.

3. Provide secure, reliable access to information and services.

4. Protect university data and systems while respecting our community’s reasonable expectation of privacy.

5. Keep commitments.

6. Value teamwork and contributions of employees and the campus IT community.

7. Value open, honest communication.

8. Listen.

9. Be rapid followers in adopting leading-edge technology.

Online guide: bit.ly/uit-service-guide
## COMMON SERVICES

**Out of the box** services that are standardized, e.g., phone, email, and wireless.

## END-POINT SERVICES

Services that allow our partners to do their day-to-day work.

*Note: Fees may be associated with some services, and this list is broadly representative but may not be comprehensive.*

### Services Overview

<table>
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<tr>
<th>06</th>
<th>UIT BY THE NUMBERS</th>
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<th>COMMUNICATION TECHNOLOGIES</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>A high-level look at University of Utah-based IT metrics.</td>
<td></td>
<td>Whatever your multimedia need, UIT has a solution. We can help you communicate more effectively.</td>
</tr>
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<tr>
<th>08</th>
<th>UIT NEWS AND RESOURCES</th>
<th>17</th>
<th>SOFTWARE LICENSING</th>
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<tbody>
<tr>
<td></td>
<td>We provide a variety of informational resources to help you stay up to speed on UIT news.</td>
<td></td>
<td>Free or discounted rates for departments and individuals for more widely-used software packages.</td>
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<tr>
<th>09</th>
<th>NEEDS ASSESSMENT</th>
<th>18</th>
<th>DATA MANAGEMENT &amp; ANALYTICS</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>We know that selecting and implementing a new technology can be daunting. We can help.</td>
<td></td>
<td>Make better decisions with better data analysis. The BI group converts raw data into business-driving metrics.</td>
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<tr>
<th>10</th>
<th>DEVICE SUPPORT</th>
<th>19</th>
<th>USS CONTENT MANAGEMENT &amp; USABILITY</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Our service techs analyze, troubleshoot, and repair IT systems, hardware, and peripherals.</td>
<td></td>
<td>From site creation to usability testing to maintenance, we offer full-service website support for the U community.</td>
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<tr>
<th>11</th>
<th>DATA CENTER</th>
<th>20</th>
<th>USS STUDENT SYSTEMS</th>
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<tbody>
<tr>
<td></td>
<td>The U's Downtown Data Center meets infrastructure-based computing and storage needs of the university.</td>
<td></td>
<td>Our team designs, develops, improves and supports student-facing PeopleSoft technologies.</td>
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<tr>
<th>12</th>
<th>RESEARCH COMPUTING</th>
<th>21</th>
<th>USS FINANCE &amp; AUXILIARY SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>We provide research computing and data resources, expertise on high performance computing, virtualization, and support for open and protected or restricted data.</td>
<td></td>
<td>We support a host of web apps and systems critical to daily operations at the U.</td>
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<tr>
<th>13</th>
<th>UCLOUD</th>
<th>22</th>
<th>USS HR SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This game-changing, university-wide service uses a new set of technologies, tools, and processes.</td>
<td></td>
<td>One of the many USS groups that supports the U community by developing business-critical and intuitive technologies.</td>
</tr>
</tbody>
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<tr>
<th>14</th>
<th>STRATEGIC PLANNING &amp; PROCESS</th>
<th>23</th>
<th>STUDENT PROGRAM</th>
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<tbody>
<tr>
<td></td>
<td>Our team partners to discover current processes, then redesigns effective and sustainable future processes that align with strategic goals.</td>
<td></td>
<td>UIT's student employee program focuses on mentoring and providing a hands-on experience.</td>
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<th>SERVICE MONITORING</th>
<th>24</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>UIT is committed to unified monitoring and logging with accurate and fast reporting of degraded service.</td>
<td></td>
<td>Providing daily operational excellence to ensure the confidentiality, availability, and integrity of IT.</td>
</tr>
</tbody>
</table>

Contact: Dave Huth, Director, Product Management (CTO)
Email: dave.huth@utah.edu | Phone: 801-585-9467

Online guide: bit.ly/uit-service-guide
**UIT BY THE NUMBERS**  
*FIGURES ARE APPROXIMATE*

### NETWORK
- **76,000+** Unique devices that access U networks on any given day

### RESEARCH COMPUTING
- **36,000+** Cores supported by UIT’s Center for High Performance Computing 2020
- **200 MILLION+** Core hours, with 4 million+ jobs run by 877 users in 300+ research groups 2020
- **25PB** Storage, with 6 billion+ files and objects across home, group, scratch, and object spaces 2020

### DOWNTOWN DATA CENTER
- **24,000+** Square feet as of January 2020
- **5** Megawatts the DDC can scale to if needed (current use is 1 Megawatt) as of January 2020
- **1.3** Power Usage Effectiveness rating as of January 2020

### STORAGE AND SERVERS
- **25+** Petabytes of storage used by UIT and Information Technology Services (ITS) 2019
- **800+** Physical servers, UIT and ITS 2019
- **4,000+** Virtual servers, UIT and ITS 2019
- **42 MILLION+** Feet of copper cable as of January 2019
- **38 MILLION+** Feet of fiber-optic cable as of January 2019
- **26,000+** Phones in use on campus and hospitals/clinics as of December 2018

---

**Online guide:** [bit.ly/uit-service-guide]
## UIT by the Numbers

### Service Monitoring

- **23,000**
  - Devices monitored
  - As of January 1, 2021

### Websites and Apps

- **200+**
  - OmniUpdate websites for U colleges, departments, and organizations
  - Calendar year 2020

### Communication Technologies

- **370+TB**
  - Box storage used
  - As of October 2019

### UIT and ITS Help Desks

- **164,000+**
  - Calls answered (UIT and ITS)
  - 2019

### Information Security

- **10,000+**
  - Phishing emails removed
  - In the past year: 297,960
  - In the past 30 days: 37,483
  - As of February 2021

- **160,000+**
  - Duo two-factor authentications in a typical 24-hour period

- **500,000**
  - Logins via Central Authentication Services (CAS) in a typical 24-hour period

### Historical Data Logging

- **180TB**
  - Historical data logged and stored
  - As of January 1, 2021

### Campus Events Indexing

- **80,000**
  - Campus events indexed per second
  - As of January 1, 2021

### Active Web Editors

- **353**
  - Active web editors
  - Calendar year 2020

### Box Storage Usage

- **60 MILLION**
  - UMail messages received over a 30-day period
  - In January 2019

### Minutes Captioned

- **48,000+**
  - Minutes captioned in Kaltura open source video platform
  - FY2019

### Help Tickets Resolved

- **75**
  - Average seconds to answer (29 UIT and 121 ITS)
  - *Business models vary*
  - 2019

- **69,000+**
  - Help tickets resolved (UIT and ITS)
  - 2019
UIT NEWS AND RESOURCES

We provide a variety of informational resources to help you stay up to speed on UIT news.

UIT EMAIL SERVICE

Our information email service is open to all faculty, staff, and students. Subscribe by entering your email address in an online form (bit.ly/UIT-email-form), and opt out at any time.

Subscribers receive monthly Node 4 newsletter emails (it.utah.edu/node4), as well as occasional UIT announcements like planned service downtime notices. Those interested in the U’s most critical common IT resources may wish to subscribe. The email list provides non-urgent UIT information only.

UIT UNPLANNED OUTAGE ALERTS AND UPDATES

NotifyIT alerts (SMS and/or email): bit.ly/NotifyIT-info
System status web page: uofu.status.io
System status Twitter (same information as NotifyIT messages): twitter.com/uofuItstatus
University application health summary
(om more granular information; campus IP address required): status.it.utah.edu

MAIN UIT WEBSITES

UIT’s main website: it.utah.edu
Service Catalog (self-service ordering):
bit.ly/UIT-service-catalog
Planned downtimes (maintenance events that will cause service outages):
bit.ly/status-maintenance
Planned Work & Changes (IT changes not expected to cause service outages):
it.utah.edu/help/planned-changes.php

DEPARTMENT WEB PAGES

• Business Intelligence: bi.utah.edu
Center for High Performance Computing:
• www.chpc.utah.edu
Content Management & Usability: websites.it.utah.edu
Information Security Office: security.it.utah.edu
Identity & Access Management (ISO): identity.utah.edu
Network Services: it.utah.edu/network
Office of Software Licensing: software.utah.edu
Project Management Office: it.utah.edu/pmo

UIT departments (additional web pages):
• it.utah.edu/departments

MISCELLANEOUS

University of Utah IT Governance program:
• https://it.utah.edu/cio/it-governance-overview.php
UIT org chart: it.utah.edu/orgcharts
UIT/ITS job openings: it.utah.edu/about/jobs.php
UIT Student University Development Opportunity program: sudo.utah.edu

Contact: Cassandra Van Buren, Ph.D., Director,
UIT Strategic Communication
Email: cvb@utah.edu | Phone: 801-585-3918

Online guide: bit.ly/uit-service-guide
Our IT and product management experts can steer you toward solutions that work for you. A solution can be a software application, software as a service (SaaS), custom-built technology, hardware component, or a combination. Our ultimate goal is to recommend a solution that addresses all current and future needs.

1. NEEDS

Need data center rack space, phone cabling, or fiber-optics? Or perhaps just some advice on which device or software to buy? From individual product needs to infrastructure requirements, this is the information-gathering phase.

2. REQUIREMENTS

We consider functional and technical requirements, security, identity and access management, accessibility, implementation, applications, and systems integration, then identify a purchasing channel and prepare a cost evaluation.

3. PLANNING

After benchmarking with other universities (e.g., Educause data), conducting an industry analysis (e.g., Gartner), and considering other solutions in use on campus, UIT will identify the most suitable solutions and other campus entities that may need to be involved.

4. WORK

Using evaluation criteria, we will move forward with purchases and award work to appropriate vendors.

5. SUPPORT

We’ll make sure training has been identified and all necessary people, processes, and tools are in place to enable service management and ongoing product support.

Contact: Dave Huth, Director, Product Management (CTO)  Email: dave.huth@utah.edu  Phone: 801-585-9467
CAMPUS COMPUTER SUPPORT SERVICES

- Hardware installation and support
- Software installation and support
- OS installation and configuration — both imaging and individual installation
- Software and OS upgrades and patching through manual and automated processes
- Server consultation for specialized server or application needs
- Active Directory (AD) organizational unit (OU), group policy, and group preference management
- Connection to file services through AD mappings, Kumo, Box Drive, etc.
- Storage management — on-premises and UBox
- Local and network printer setup and configuration
- Email/PDA integration support
- DHCP/IP management configuration assistance via Infoblox
- Password maintenance
- Virus and spyware protection and removal
- End user software education
- Troubleshooting and problem resolution
- End user security audits
- Email client support and email alias creation and maintenance
- Campus IT support liaison

GIVE US YOUR WISH LIST. WE'LL GET TO WORK.

Contact: Stacey Wood, Manager, Campus Computer Support
Email: stacey@utah.edu | Phone: 801-581-3333

Online guide: bit.ly/uit-service-guide

it.utah.edu
THE DOWNTOWN DATA CENTER SIGNIFICANTLY INCREASES THE UNIVERSITY’S STORAGE AND SERVER CAPABILITIES.

BUILDING AT A GLANCE
- 74,000 square feet of reinforced, earthquake-resistant space
- Ample rack space for hosting customer-owned IT equipment
- Controlled environment, power distribution, and cooling
- Professionally managed and monitored
- 24/7/365 accessibility

SERVICES
- Secure data network that ensures information integrity
- Redundant infrastructure that protects mission-critical systems
- Hardware swapping/reconfigurable computing

STORAGE SERVICES
Storage to suit your needs and budget — enterprise, commodity, and free cloud services.

ENTERPRISE
- Best for data that requires fast access speeds
- High uptime, most dependable
- Ideal for your most critical data

COMMODITY
- Best for large volumes of data
- Meets most enterprise-level requirements
- Moderately priced

FREE CLOUD (BOX)
- Secure multi-device
- 1TB storage, 15GB file size limit
- No cost

RESEARCH STORAGE
The Center for High Performance Computing offers scalable storage for high-performance computing and large data files for faculty with research computing projects, including backups and archives.

BACKUP & RECOVERY
We make sure that your data are reliably backed up and securely managed, meeting all regulatory requirements.

PRIVATE VIRTUAL SERVERS
Using a virtual server increases security, conserves space, provides faster performance, and reduces infrastructure and maintenance costs.
In addition to deploying and operating high-performance computational resources and providing advanced user support and training, UIT’s Center for High Performance Computing serves as an expert team to broadly support increasingly diverse research computing needs on campus. This includes support for big data, big data movement, data analytics, virtual machines, Windows science application servers, protected environments for data mining and analysis of protected health information, and advanced networking. Outside of virtual machines, CHPC usage is free of charge unless the researcher requires dedicated hardware (storage or compute). In that case, the cost equals that of the hardware and infrastructure requirements. See www.chpc.utah.edu for more information.

USER SERVICES/FACILITATION
Our staff works with researchers to optimize, enable, and innovate their computing needs — from designing, engineering, and deploying solutions to best practices, training, package installation, and consulting on code optimization.

COMPUTATIONAL HARDWARE
Multiple Linux-based computer clusters are supported, as a mixture of university-owned general nodes and nodes owned by individual research groups. The HPC clusters are a mix of Intel and AMD processors, and include some special purpose resources and/or accelerators.

PROTECTED ENVIRONMENT (PE)
The PE is a secure, siloed environment, with compute, storage, and VM components suitable for working with restricted and sensitive data.

VIRTUAL MACHINES (VMs)
We deploy and customize high-availability VMs and containers for researchers on commodity resources.

STORAGE
Current solutions: (1) fast parallel file systems, (2) RAID6-based file space accessible on CHPC resources (and externally via Samba), and (3) Ceph-based object storage.

BACKUP
Purchased home directories include nightly incremental, weekly full backup. Have support for both CHPC-run and user-driven backup of group file spaces to the Ceph-based object storage.

DATA MOVEMENT
For large-scale file transfer, we maintain data transfer nodes (DTNs) connected at 100 gbps to the science DMZ (a portion of the network, built at or near the campus local network perimeter), bypassing the campus firewall. Provides access to transfer tools such as Globus both in the general and PE.

INNOVATIVE COMPUTER NEEDS
Need access to bare metal hardware, software-defined networks, leading-edge compute, novel network capabilities, IoT, performance monitoring, or compute and facilitator resources available nationally? Contact us! We can also assist you with grant proposals for novel and innovative computational capabilities for the campus.

Contact: Thomas Cheatham, Ph.D., Director, Research Computing/CHPC
Email: tec3@utah.edu | Phone: 801-587-9652
Online guide: bit.ly/uit-service-guide
UCloud is a game-changing, enterprise-level service using a completely new set of technologies, tools, and processes that bring the university in line with today’s industry best practices for virtualization and storage.

UCloud seamlessly integrates university-owned on-site cloud services with public cloud services (e.g., Amazon Web Services and Azure), providing better security and control over U data, as well as the ability to rapidly scale up or down. This is an enterprise-level infrastructure intended to support enterprise-level applications.

CUTTING-EDGE SOFTWARE
One of the industry’s most powerful automation engines manages networking, data storage, computing, and data center infrastructure.

FLEXIBILITY
Choose to maintain administrative control or simply “set it and forget it” to automate common operational tasks, e.g., software deployment, maintenance, and patches.

LEADING-EDGE SECURITY
UCloud enables security and compliance automation, providing improved risk mitigation.

LOW COST
In comparison to public cloud services, UCloud is less expensive to set up and maintain.

USER ACCOUNT MANAGEMENT
Optional Active Directory integration simplifies account setup and logins.

AUTOMATED NETWORK PROVISIONING
Administrators can quickly provision network services to support UCloud-based services.

For up-to-date pricing and options, please visit this web page.
PARTNERING IN AN OPEN AND PRODUCTIVE ENVIRONMENT TO DESIGN EFFECTIVE AND SUSTAINABLE PROCESSES THAT ALIGN WITH STRATEGIC GOALS

The Strategic Planning and Process Team works with UIT and university departments to help improve end-to-end business and technical processes.

A holistic view of process improvement

We take a holistic approach, working to create a safe and productive climate for discovering how processes currently work and designing effective, sustainable improvements that align with strategic goals.

We begin by helping our customers and partners ask and answer essential questions, resulting in a visual model of the current state of the process — the what, why, who, how, and when of getting work done. Once the current prompts, activities, and results have been identified, we help to design the future-state using structured frameworks for workflow modeling and analysis.

Organizational change management: the people-side of change

As process work leads to organizational change, the Process Team brings the discipline of change management into play, helping to prepare and support individuals to make the changes needed to maximize project success. When individuals are supported in making their personal transitions and are willing to accept new ways of working, organizational change efforts are more likely to succeed.
Users demand transparency and accountability when outages occur.

The university is committed to **unified IT service monitoring and logging** with accurate, fast reporting of degraded service. This effort includes better communication among all areas within UIT and empowering ITS and UIT help desks with web-based analytics and dashboards.

In 2016, the U deployed IT Services Status page, [uofu.status.io](https://status.it.utah.edu/) — a major step forward in the way that campus and clinical communities receive planned system maintenance and outage alerts. The website lets users see the status of mission-critical IT services in real time, in addition to maintenance schedules and history of maintenance events.

Integrated connections to UIT’s system monitoring tool, Orion, enable service status updates as soon as monitoring tools detect a change. If the page indicates that a service is degraded or unavailable, it means that technical teams are aware of a problem and working on a fix. And because the page is hosted independently of the university IT ecosystem, in the rare and unfortunate event of a wide-scale outage, the page will remain available for the U community.

At any given time, approximately 23,000 devices from campus buildings and clinics are monitored. This enables engineers to better understand the user experience and identify issues before a service disruption. Hundreds of individual applications, including Kronos and Canvas, are also monitored.

- Tracking: 135,000 ports
- Logging: 90TB of historical data stored
- More than 90 billion unique documents processed
- 3.1TB/day, 35,000 campus events indexed per second

**OTHER SYSTEM STATUS SERVICES**

- [https://status.it.utah.edu/](https://status.it.utah.edu/) — The U’s application health summary (access requires campus IP address)
- **NotifyIT alerts** — A subscription-based push SMS and/or email service

Contact: Monty Kaufusi, Manager, Service Monitoring
Email: heilame.kaufusi@admin.utah.edu | Phone: 801-587-2391

UMAIL
New students, staff, and faculty receive a university email account — UMail — an everyday communication and shared calendaring tool, and a primary way the U shares important information and alerts.

TEAMS
Microsoft Teams is a free "digital office space" that provides an alternative for email communications, online web conferencing platforms, and collaboration applications.

ZOOM
Zoom, free for the U community, is a video conferencing, online meeting, chat, and mobile collaboration tool that works through a web browser, desktop client, or mobile application.

OFFICE 365
The Office 365 suite allows you to work with common Microsoft tools like Word, Excel, and PowerPoint from the web. Additionally, it provides cloud storage and synchronized collaboration.

GOOGLE WORKSPACE
Workspace is a suite of tools to collaborate and share documents. Storage is 5GB per user.

BOX
Ubox is a cloud-based storage file-sharing tool that works anywhere, from any device. All students, staff, and faculty are eligible for a Ubox account: 1TB storage space plus a 15GB file size limit.

WIRELESS
UConnect is the U's securely authenticated network for students, faculty, and staff; UGuest provides basic internet access to visitors; and ULink is the U's IoT network. The U is also part of the eduroam network, which offers secure Wi-Fi at participating institutions.

CELLULAR DISTRIBUTED ANTENNA SYSTEM (DAS)
DAS is a network of antennas connected to carrier source signal and works to extend public cellular wireless network coverage (both outdoors and in-buildings) across campus.
The Office of Software Licensing (OSL) pursues volume discounts and site licenses for some of the more widely-used commercial software packages like Adobe and Microsoft. These site licenses are categorized as campus agreements, which provide some of the most popular software to departments, faculty, students, and staff free of charge or at a greatly reduced price. In addition to university licenses, OSL negotiates price-reduced, at-home licenses for faculty and staff. If a desired software isn’t offered, OSL works to find the best alternative source. If there is general and continuing interest in a software product that’s not currently offered, the office will research the request to determine whether it can negotiate an agreement to benefit the university.

Questions? Email software@utah.edu.

SOME OF OUR POPULAR VENDORS

ADOBE  MICROSOFT  MATHWORKS  SAS ANALYTICS  QUALTRICS

PLUS ESET, BROADCOM, CLARIS, IBM, NATIONAL INSTRUMENTS, ORIGINLAB, CLARIVATE ANALYTICS, VMWARE, AND MORE!
BETTER DATA, BETTER DECISIONS

UIT’s Business Intelligence (BI) group is here to help make sense of data in a consistent, accurate, and unbiased way — so you can make better decisions.

WHAT BI DOES

HIGHLIGHTS

- Establish standards governing data use, storage, and quality
- Create various reports including, but not limited to, descriptive and predictive analyses
- Provide self-service tools and software to analyze data
- Improve decision-making and optimize performance

The BI group works with a variety of partners across campus, such as the Office of Assessment, Evaluation, and Research, Facilities, and the Office of the Registrar.

How we're structured: Led by UIT, the Business Intelligence Competency Center (BICC) serves as the central hub and supports the Business Intelligence Center of Excellence (BICOE). The BICOE comprises employees who perform BI roles across campus, and it provides software and training to help users analyze data independently.

DATA

The BICC builds and maintains the U’s data warehouse environments from systems like PeopleSoft and System Applications Products (SAP), and includes data from HR, Finance, Admissions, Student Affairs, and Canvas. The BI group is continuously adding new sources of data as well.

TOOLS

SAP Business Objects Web Intelligence (Webi) is our primary tool for populating the standard reports library, and Tableau is our go-to software for data visualization and dashboard creating.

SERVICES

To see a list of the services we offer, visit our Service Catalog online at bi.utah.edu/service_catalog.php

EXPERTISE

The BICC is working hard with the campus BI community to advance the state of BI at the University of Utah – defining and implementing strategy through IT governance groups.

Contact: Tom Howa, Director,
Business Intelligence
Email: tom.howa@utah.edu | Phone: 801-587-2154

Online guide: bit.ly/uit-service-guide

Find us online! bi.utah.edu
WEBSITE SERVICES AND SUPPORT

Embedded within UIT’s University Support Services, the Content Management & Usability (CMU) team consists of web professionals dedicated to supporting and promoting the web presence of colleges, departments, and organizations at the U.

WHAT WE OFFER

From regular site maintenance to complete redesigns, we're here to help you every step of the way with web services and support, including:

- Mobile responsive and ADA accessible templates
- Full-service, daily support for OU Campus editors
- Website designs/redesigns and template upgrades
- Online training sessions
- Usability research and testing
- Custom scripting projects
- Online form creation and data collection
- Consultations on best practices
- Secure hosting on university servers

... AND MORE!

We also provide user experience and user interface design, front-end development, accessibility testing, and analytics for multiple web and mobile applications at the university. Select members of our team work on cross-functional teams across campus to improve the end user experience.

THE STATS

200+ Current websites
353 Active editors
100+ Monthly support requests
20 Project interfaces
8 Cross-functional teams
7+ Technologies

Visit websites.it.utah.edu for a full list of services and learn how we can make the most of your websites.

Contact: Barb Iannucci, Associate Director, USS Content Management & Usability
Email: barb.iannucci@utah.edu | Phone: 801-587-3637

Online guide: bit.ly/uit-service-guide
PeopleSoft is the platform behind many IT systems, software, and web applications used by students at the University of Utah — from the application process to graduation and beyond.

The Student Systems team in UIT’s University Support Services (USS) designs, develops, improves, and supports these student-facing PeopleSoft technologies for Academic Affairs, Admissions, Advising, Enrollment Management, Financial Aid, Scholarships, Student Affairs, and Tuition & Billing.

PROJECTS & PARTNERSHIPS

The USS Student Systems team:

- Queries student-centric PeopleSoft data for dashboards, feeds, and web apps that help organizations do their work, such as the background data behind Financial & Business Services' tuition estimator (requests for student data are first vetted and approved by the Registrar's Office)
- Supports and maintains U-wide student systems, services, and apps that integrate with PeopleSoft, like MobileU, the Degree Audit Reporting System (DARS), and Ad Astra room scheduling system
- Provides user experience/user interface (UX/UI) services in partnership with UIT’s Content Management & Usability group
- Implements and supports third-party app integrations with PeopleSoft
- Provides consulting on purchasing new student software that integrates with PeopleSoft
- Works with the campus community to manage IT projects related to PeopleSoft student systems (e.g., conducting a gap analysis to find a solution for a university need)
- Engages regularly with core users, but the team is delighted to talk with anyone interested in advancing PeopleSoft student technologies at the U!
Have you ever made a purchase through UShop? Perhaps while pursuing a grant you’ve used e-Proposal or the Research Portal?

If so, credit the Finance & Auxiliary team for making it happen.

Based in University Support Services, the team supports and maintains a host of web apps and systems critical to daily operations at the university and its clinics.

FINANCIAL

PEOPLESOFT FINANCIALS AND SUPPORTING WEB APPLICATIONS
General Ledger, Accounts Payable, Asset Management, Management Reports, ePayment Request (ePR), P-Card Reallocations/Reconciliation tool, and fiscal/annual year-end processing

INTEGRATED APPLICATIONS WITH PS FINANCIALS
ReconNET, UShop, and UTravel

FACULTY AND RESEARCH APPLICATIONS

In addition to general financial tools, here are some of the complementary tools available to the U's faculty and research community:
Grants Processing, Effort Distribution Reporting (EDR), PAR Certifications (ePAR), eAwards, Faculty Time Assistant (FTA), Research Portal, and PI Planning tools.

DATA FOR REPORTS AND DASHBOARDS

In collaboration with the Financial & Business Services organization and the Office of the Vice President for Research, the team provides financial- and research-related data and systems for departments and colleges (requests are vetted through the AVP/VP for Finance and VP for Research offices).

PRODUCT MANAGEMENT AND OTHER SERVICES

In addition to user experience/user interface (UX/UI) support, third-party app integrations, and procurement help, the team also has a product management function. Team members meet with stakeholders in the U's financial, faculty, and research communities to determine which services might best serve their needs.

Contact: Gary Carter, Director. 
Email: gary.carter@utah.edu | Phone: 801-213-8673

Online guide: bit.ly/uit-service-guide
A considerable amount of time, coordination, and user testing goes in to preparing an IT application or system for members of the University of Utah and University of Utah Health communities.

The **UBenefits portal** is an excellent example. For years, U faculty, staff, and students had to fill out paper forms or editable PDFs to change benefits, reallocate investment contributions, or apply for tuition reduction. Today, these tasks are completely paperless and handled by PeopleSoft-integrated web forms within the portal.

**HR TOOLS AT A GLANCE**

- Kronos online payroll reporting system
- Applicant-tracking system for recruiting faculty and staff to the U (excluding hospitals and clinics)
- JIRA issue-tracking system for HR
- HR-related tiles integrated into Campus Information Services, which give members of the U community fast access to everything from paychecks to electronic W-2s

**CONSTITUENT RELATIONSHIP MANAGEMENT (CRM)**

With hundreds of millions of dollars invested in the U each year, the constituent relationship management (CRM) system used by advancement professionals plays a vital role in donor management.

The USS HR Systems team is one of several UIT groups involved in a **complex project** to transition Institutional Advancement to a new CRM system that will help the office fulfill new fundraising goals set by U President Ruth Watkins.
REAL-WORLD EXPERIENCE TO AUGMENT YOUR U DEGREE

Student employment in the sUdo program is real-world experience, not busy work or fetching coffee.

Our program focuses on mentoring and providing a hands-on experience within an enterprise environment. It’s unlike any other student employee program at the University of Utah. sUdo rewards the energy, talent, and creativity that students bring with professional respect, resume-building experience, flexible hours, and great pay.

sUdo is an exciting, rewarding program to work in, and word has gotten out. The program has seen considerable growth in recent years — from 17 student employees in 2015 to more than 70 (and counting) in 2019.

BEGIN AN ADVENTURE

We’re a place to learn, make friends, and launch a career. For some, the program is a stepping stone to full-time positions in a relevant field, and the future is bright. Companies in the Wasatch Valley generally pay graduating students more if they’ve had internship experience. Private-sector employers that have hired sUdo student employees include Adobe, Goldman Sachs, General Motors, Symantec, Boeing Space (Defense and Intelligence Systems), Premier, Galileo, Qualtrics, Raytheon, and others.

FOR MORE INFORMATION, VISIT SUDO.UTAH.EDU.
UIT’s Information Security Office (ISO) strives to ensure the confidentiality, availability, and integrity of University of Utah information technology systems and data through exploitation of appropriate security resources and best practices.

**TRAINING**
We provide training on IT compliance, computer and network security, security and privacy issues, and best practices. ISO consults with project managers and system administrators in the design and implementation of new services. In efforts to enhance the U community’s cybersecurity awareness, ISO routinely conducts mock phishing exercises, and creates security awareness videos and trainings for faculty and students.

**POLICY UNDERSTANDING**
ISO can help interpret the ever-changing world of security policies and procedures, and oversee technical, security, and privacy audits.

**INCIDENT MANAGEMENT**
In response to IT security incidents, ISO uses various tools and procedures to identify and contain the source, minimize adverse impacts, restore service as quickly as possible, and investigate the root cause. ISO provides data forensic services for university entities and outside agencies as needed, and works closely with the Governance, Risk & Compliance (GRC) group, UIT Leadership, and IT governance committees on initiatives to improve security standards at the U.

**IDENTITY & ACCESS MANAGEMENT (IAM)**
IAM ensures appropriate access, role-based provisioning, authentication for individuals, and manages identity and access issues for internal and external users.

**RISK ASSESSMENTS/MITIGATION AND DATA LOSS/INTRUSION PREVENTION**
ISO monitors the U’s networks and information systems for potential data loss or sensitive information that is stored inappropriately. ISO also uses state-of-the-art security tools to monitor for attacks or other cybersecurity events, and blocks or mitigates those threats.

**PENETRATION TESTING**
ISO evaluates the security of systems by performing authorized cybersecurity reviews to identify vulnerabilities and provide recommended mitigating controls.

Contact: Corey Roach, Chief Information Security Officer  
Email: Corey.Roach@utah.edu | Phone: 801-587-9199  
Online guide: bit.ly/uit-service-guide