INFORMATION TECHNOLOGY
THE UNIVERSITY OF UTAH

UIT SERVICE GUIDE

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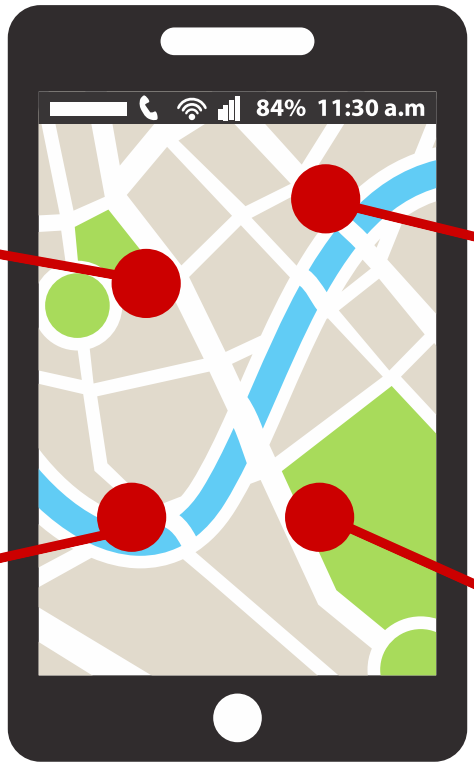
@ Find the guide online:
bit.ly/uit-service-guide

SERVICE MAP

A TECHNOLOGY GUIDE TO MAKE YOUR LIFE EASIER



TOP-TIER PRODUCTS
THAT MEET YOUR NEEDS

SYSTEMS THAT SUPPORT AND
IMPROVE YOUR PRODUCTIVITY

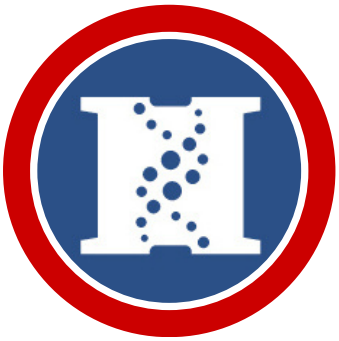
EXPERT ADVICE TO
GUIDE YOUR DECISIONS

SECURITY PROTECTION
TO EASE YOUR MIND

SOME OF OUR SERVICE PARTNERS

FACILITIES
MANAGEMENT

U SAFETY
DEPARTMENT



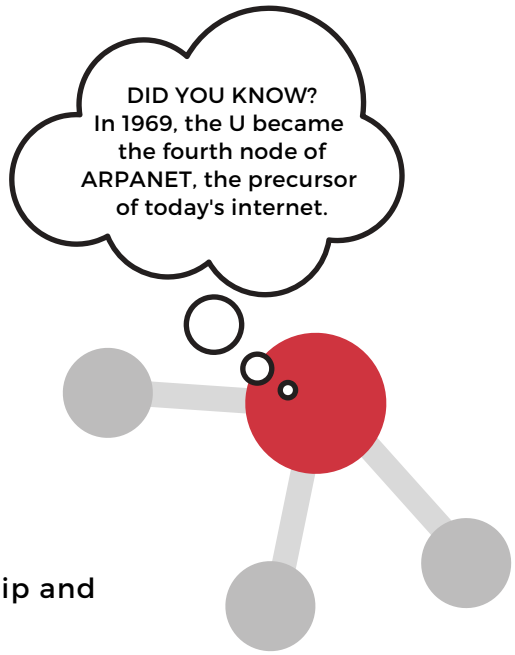
HUNTSMAN
CANCER
INSTITUTE

UTAH EDUCATION
& TELEHEALTH
NETWORK

Contact: Ken Pink, Deputy Chief Information Officer
Email: ken.pink@utah.edu | Phone: 801-581-3875

Find the guide online:
bit.ly/uit-service-guide

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.

EQUITY, DIVERSITY, AND INCLUSION

UIT is committed to creating a workplace culture that values equity, diversity, and inclusion (EDI), and we believe that everyone plays a role in fostering EDI, every day. EDI isn't just the right thing for our employees and the university community; it's also the smart thing. It empowers us to provide the best IT services for our students and their families, staff, faculty, clinicians, and patients and their families.

Steve Hess, Ph.D.
Chief Information Officer

Lisa Kuhn
Chief Financial Officer

Jim Livingston
Chief Technology Officer

Ken Pink
Deputy CIO

Corey Roach
Chief Information Security Officer

Jon Thomas, Ph.D.
Director, Digital Learning Technologies

Cassandra Van Buren, Ph.D.
Director, Strategic Communication

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.

06 UIT BY THE NUMBERS
A high-level look at university-based IT metrics.

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

09 IT NEEDS ASSESSMENT
We know that selecting and implementing a new technology can be daunting. We can help.

10 DEVICE SUPPORT
Our service techs analyze, troubleshoot, and repair IT systems, hardware, and peripherals.

11 DATA CENTER
The U's Downtown Data Center meets infrastructure-based computing and storage needs of the university.

12 UCLOUD
This game-changing, university-wide service uses a new set of technologies, tools, and processes.

13 STRATEGIC PLANNING & PROCESS
Our team partners to discover current processes, then redesigns effective and sustainable future processes that align with strategic goals.

14 SERVICE MONITORING
UIT is committed to unified monitoring and logging with accurate and fast reporting of degraded service.

15 COMMUNICATION TECHNOLOGIES
Whatever your multimedia needs are, UIT has solutions. We can help you communicate more effectively.

16 SOFTWARE LICENSING
Free or discounted rates for departments and individuals for more widely-used software packages.

17 DATA MANAGEMENT & ANALYTICS
Make better decisions with better data analysis. The BI group converts raw data into business-driving metrics.

18 USS CONTENT MANAGEMENT & USABILITY
From site creation to usability testing to maintenance, we offer full-service website support for the U community.

19 USS STUDENT SYSTEMS
Our team designs, develops, improves and supports student-facing PeopleSoft technologies.

20 USS FINANCE & AUXILIARY SYSTEMS
We support a host of web apps and systems critical to daily operations at the U.

21 USS HR SYSTEMS
One of the many USS groups that supports the U community by developing business-critical and intuitive technologies.

22 STUDENT PROGRAM
UIT's student employee program focuses on mentoring and providing a hands-on experience.

23 INFORMATION SECURITY
Providing daily operational excellence to ensure the confidentiality, availability, and integrity of IT.

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

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UIT BY THE NUMBERS

*FIGURES ARE APPROXIMATE

NETWORK

60,000

Unique devices that access U networks on any given day

12,500+

Wireless access points
as of June 2023

281,000+

Wired ports
as of June 2023

DOWNTOWN DATA CENTER

74,000+

Square feet
as of July 2023

10

Megawatts the DDC can scale to if needed (current use is 1.1-1.5 Megawatts)
as of July 2022

1.4

Power Usage Effectiveness rating
July 2023

STORAGE AND SERVERS

28+

Petabytes of storage used by UIT and Information Technology Services (ITS)
2022

800+

Physical servers, UIT and ITS
2022

4,000+

Virtual servers, UIT and ITS
2022

INFRASTRUCTURE

820,000+

Feet of copper cable
added in 2022

197,000+

Feet of fiber-optic cable
added in 2022

33,000+

Phone lines in use at the university
as of February 2022

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

UIT BY THE NUMBERS

*FIGURES ARE APPROXIMATE

SERVICE MONITORING

23,000

Devices monitored
as of January 2022

180TB

Historical data logged and stored
as of January 2022

80,000

Campus events indexed per second
as of January 2022

WEBSITES AND APPS

240+

Omni CMS websites for U colleges, departments, and organizations
as of FY2023 end

280

Active Omni CMS editors
as of FY2023 end

155

Usability participants
YTD 2023

COMMUNICATION TECHNOLOGIES

1PB+

Box storage used
as of 2021

548,000+

Zoom meetings for May 2022 - May 2023 in the main campus account

213,000+

Videos uploaded to the Kaltura video platform
CY2022

UIT HELP DESK

39,000+

Calls answered
CY2022

11,000+

Emails answered
CY2022

91%

Average number of help tickets resolved (industry average is ~65%)
CY2022

INFORMATION SECURITY

750,000+

Phishing emails removed in 2022

14,000+

Phishing campaigns identified in 2022

500,000

Logins via Central Authentication Services (CAS) in a typical 24-hour period

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

UIT EMAIL SERVICE

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

Subscribers receive monthly UIT Node 4 newsletters (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.

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** (more granular information; a campus IP address required): status.it.utah.edu

UIT DEPARTMENT WEB PAGES

- **Data Management & Analytics:** bi.utah.edu
- **Content Management & Usability:** websites.it.utah.edu
- **Information Security Office (ISO):** security.it.utah.edu
  - **Identity & Access Management (IAM):** identity.utah.edu
- **Network Services:** it.utah.edu/network
- **Office of Software Licensing (OSL):** software.utah.edu
- **Project Management Office (PMO):** it.utah.edu/pmo
- **Additional UIT departments:** it.utah.edu/departments

MAIN UIT WEBSITES

- **UIT's main website:** it.utah.edu
- **IT Knowledge Base (self-service online help):** bit.ly/UIT-knowledge-base
- **Service Catalog (self-service ordering):** bit.ly/UIT-service-catalog
- **Planned downtimes (maintenance events that will cause service outages):** bit.ly/status-maintenance
- **Planned Changes (IT changes not expected to cause service outages):** it.utah.edu/help/planned-changes.php

MISCELLANEOUS

- **IT guides for staff, faculty, and students, and IT staff:** it.utah.edu/help/it_guides/
- **Public announcements:** it.utah.edu/news/announcements.php
- **University of Utah IT Governance program:** 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

Find the guide online:
bit.ly/uit-service-guide

Our product managers and enterprise IT architects work with the campus community to listen, learn, and steer. Team members listen to your needs, learn your work processes, and steer you toward appropriate solutions. A solution can be a collaboration tool, software application, software as a service (SaaS), custom-built technology, hardware component, change in process, or combination of solutions. Our goal is to recommend solutions that address current and future needs your organization may have and foresee.

To determine a solution that's fit for use and purpose, the product management and IT architecture teams begin with a needs assessment — this is the information-gathering phase. We want to understand how you work so our technology can accelerate your success.

OUR PHILOSOPHY:

LISTEN

We want to know how you work and what you need to do to get your job done. We engage with stakeholders across the campus community to listen to the unique challenges and technical obstacles they face. We do this through established communities of practice, site visits, and regular consultations. Before we can solve a problem, we must understand it. Listening opens the door.

LEARN

Once our team understands your organizational and technical needs, we research and investigate potential solutions. We rely on market research, technical publications, peer institution partnerships, vendor partnerships, and customer feedback to chart a path forward.

STEER

Our objective is to meet your organizational needs. Your perspectives guide discussions, priorities, and projects so that we can deliver technology services that meet and exceed your expectations, and align the university's strategic goals.

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

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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

Note: Services are provided via contractual or memorandum of understanding (MOU) agreement.

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

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

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bit.ly/uit-service-guide

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.

Contact: Chris Pedersen, Manager, Data Centers
Email: chris.pedersen@utah.edu | Phone: 801-587-0799

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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., Azure and Google Cloud Platform), 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.

Contact: Dave Rasmussen, UCloud Operations,
Email: dave.rasmussen@utah.edu | Phone: 801-585-7165

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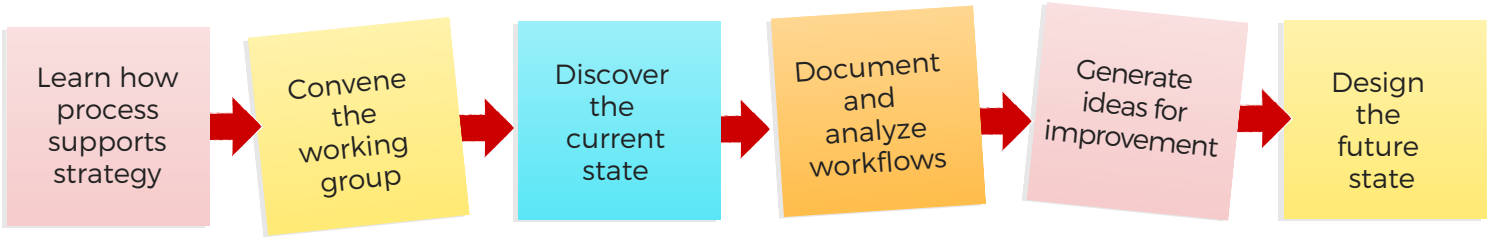
bit.ly/uit-service-guide

STRATEGIC PLANNING AND PROCESS TEAM

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.



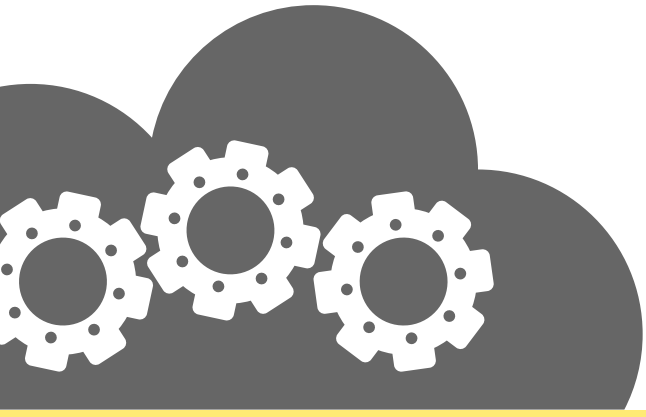
A holistic view of process improvement

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.

Strategic planning: 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.



Strategic planning sets the direction of organizational change and improving processes. The team facilitates strategic planning discussions and aligns processes to bring them to life.

Contact: Jeff Shuckra, Associate Director,
Strategic Planning & Process Team
Email jeff.shuckra@utah.edu | Phone: 801-585-6863

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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** – 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/** – 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

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bit.ly/uit-service-guide

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 workstream collaboration application with online meeting capabilities, persistent chat, content-sharing, departmental or project-based Teams groups, and “channels” to organize files and tasks.

OFFICE 365

The Microsoft 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

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

REMOTE VOICE SERVICES

Softphones allow users to make calls over the internet. Two popular systems are the Avaya IX Workplace desktop client and mobile application, which allow you to remotely access all of the functionality of your Avaya desk phone, and Avaya one-X Remote Agent for contact center staff (VPN required), an integrated desktop application with instant messaging, TTY interaction, desktop sharing, and single sign on.

CELLULAR DAS (DISTRIBUTED ANTENNA SYSTEM)

DAS is a network of antennas connected to a carrier source signal that extends public cellular wireless network coverage inside buildings and outdoors across campus.

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

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SOFTWARE LICENSING

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!

Contact: Bill Lutz, Vendor Manager, Office of Software Licensing
Email: **bill.lutz@utah.edu** | Phone: 801-585-0768

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DATA MANAGEMENT & ANALYTICS

BETTER DATA, BETTER DECISIONS

UIT's **Data Management & Analytics group (formerly Business Intelligence)** is here to help make sense of data in a consistent, accurate, and unbiased way — so you can make better decisions.

Find us online! **bi.utah.edu**

WHAT WE DO

HIGHLIGHTS

- Establish standards governing data use, storage, and quality
- Provide data access and tools to create 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 team 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 Data Management & Analytics group is continuously adding new sources of data, too.

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.

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: Brian Harris, Director, Data Management & Analytics
Email: brian.harris@utah.edu | Phone: 801-581-7150

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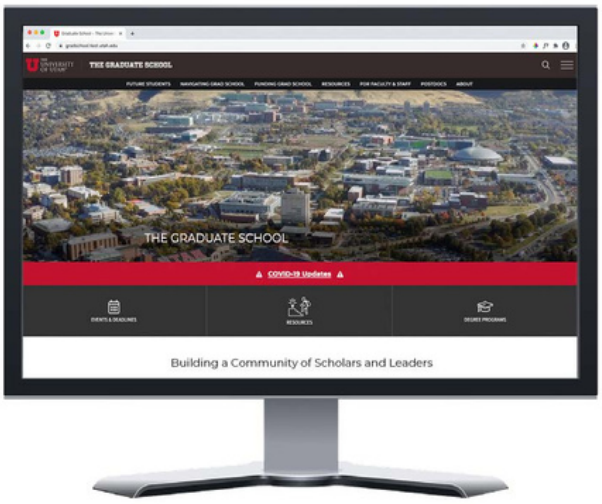
WEBSITE SERVICES AND SUPPORT

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 Omni CMS 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

240+	280	100+	155	8	3
Current websites	Active editors	Monthly support requests	Usability participants	Cross-functional teams	Supported software platforms

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

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USS STUDENT SYSTEMS

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!

Contact: Suzanne Wayment, Associate Director,
USS Product Management/Student Systems
Email: suzanne.wayment@utah.edu | Phone: 801-587-1756

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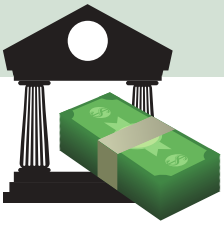
Have you ever made a purchase through UShop? Perhaps while pursuing a grant you've used e-Proposal or the Research Portal?

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.



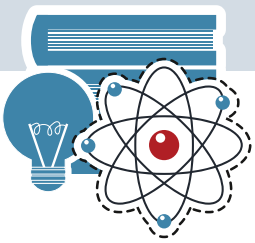
FINANCIAL

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

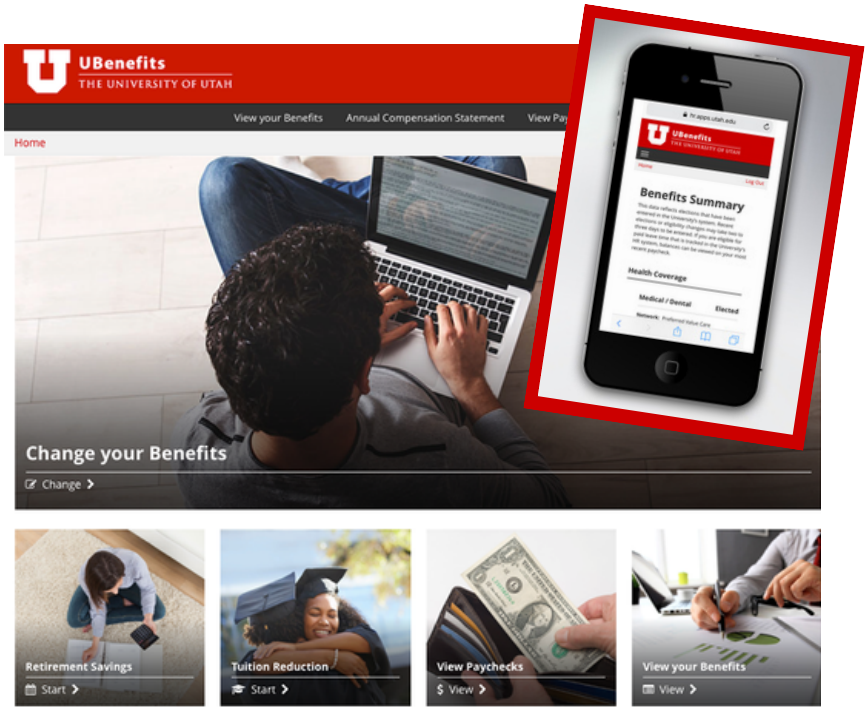
In addition to user experience/user interface (UX/UI) support, third-party app integrations, and procurement help, the team also has a product management function. Team members meet with stakeholders in the U's financial, faculty, and research communities to determine which services might best serve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

Contact: Gary Carter, Director,
USS Product Management/Finance & Auxiliary
Email: gary.carter@utah.edu | Phone: 801-213-8673

Find the guide online:
bit.ly/uit-service-guide

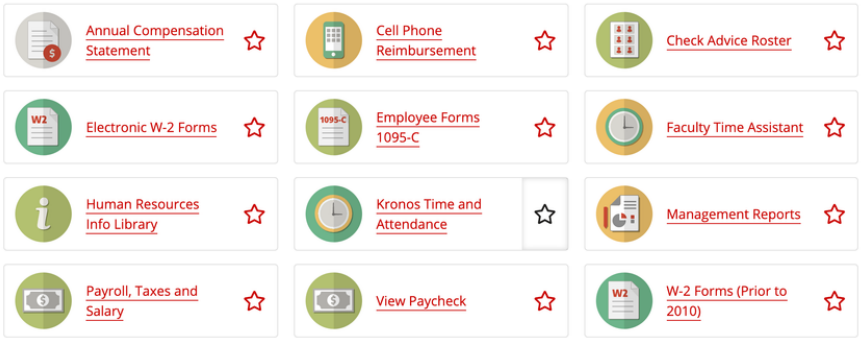
A considerable amount of time, coordination, and user testing goes in to preparing an IT application or system for members of the University of Utah and University of Utah Health communities.

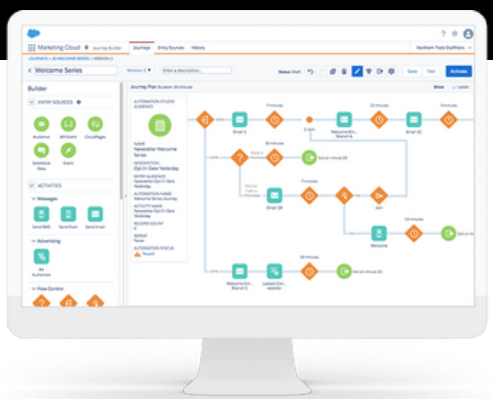
The **UBenefits portal** is an excellent example. For years, U faculty, staff, and students had to fill out paper forms or editable PDFs to change benefits, reallocate investment contributions, or apply for tuition reduction. Today, these tasks are completely paperless and handled by PeopleSoft-integrated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

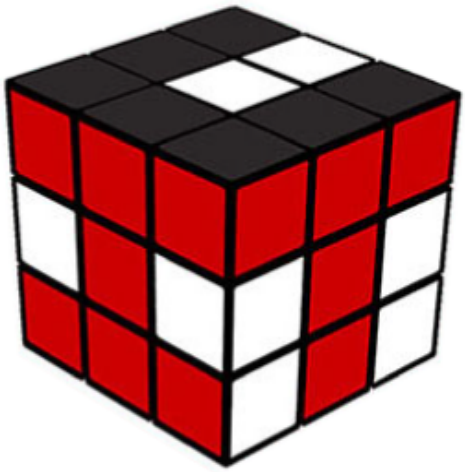
Contact: Doug Kenner, Director, USS Product Management/HR
Email: doug.kenner@utah.edu | Phone: 801-585-1528

Find the guide online:
bit.ly/uit-service-guide

STUDENT UNIVERSITY DEVELOPMENT OPPORTUNITY (SUDO)

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.

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

Find the guide online:
bit.ly/uit-service-guide

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

Find the guide online:
bit.ly/uit-service-guide