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
CARDIOVASCULAR RESEARCH AND TRAINING INSTITUTE
HUNTSMAN CANCER INSTITUTE
UTAH EDUCATION & TELEHEALTH NETWORK

Contact: Ken Pink, Deputy Chief Information Officer
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Online guide: 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.

Online guide: bit.ly/UIT-service-guide
Steve Hess, Ph.D.
Chief Information Officer

Jill Brinton
Project Management Office

Tom Cheatham, Ph.D.
Center for High Performance Computing

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Strategic Planning & Process Team

Ken Pink
Deputy CIO

Corey Roach
Chief Information Security Officer

Cassandra Van Buren, Ph.D.
Strategic Communication

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.

06 UIT BY THE NUMBERS
A high-level look at University of Utah-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 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 RESEARCH COMPUTING
We provide research computing and data resources, expertise on high performance computing, virtualization, and support for open and protected or restricted data.

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

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

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

17 COMMUNICATION TECHNOLOGIES
Whatever your multimedia need, UIT has a solution. We can help you communicate more effectively.

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

19 BUSINESS INTELLIGENCE
Make better decisions with better data analysis. The BI group converts raw data into business-driving metrics.

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

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

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

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

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

25 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
Online guide: bit.ly/UIT-service-guide
**UIT BY THE NUMBERS**

**NETWORK**
- 76,000+ unique devices that access U networks on any given day
- 8,000+ wireless access points as of January 2020
- 220,000 wired ports as of January 2020

**RESEARCH COMPUTING**
- 28,000+ cores supported by UIT's Center for High Performance Computing 2019
- 177 MILLION+ core hours, with 4 million+ jobs run by 877 users in 300+ research groups 2019
- 22PB storage, with 6 billion+ files and objects across home, group, scratch, and object spaces 2019

**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**
- 24+ petabytes of storage used by UIT and Information Technology Services (ITS) 2019
- 900+ physical servers, UIT and ITS 2019
- 3,800+ virtual servers, UIT and ITS 2019

**INFRASTRUCTURE**
- 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

*Figures are approximate*
UIT BY THE NUMBERS

**SERVICE MONITORING**
- **23,000**
  - Devices monitored
  - 2019 YTD as of October 31

**WEBSITES AND APPS**
- **200+**
  - OmniUpdate websites for U colleges, departments, and organizations as of October 2019

**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
  - October 28, 2019 - November 4, 2019

**HISTORICAL DATA**
- **90TB**
  - Historical data logged and stored
  - 2019 YTD as of October 31

**CAMPUS EVENTS**
- **35,000**
  - Campus events indexed per second
  - 2019 YTD as of October 31

**APPS TESTED**
- **48,000+**
  - Apps tested for usability, accessibility, design, and potential development since 2015

**HOSPITALITY**
- **69,000+**
  - Help tickets resolved (UIT and ITS)
  - 2019

**ONLINE GUIDE**

**FILE STORAGE**
- **92**
  - In-person content editor training sessions
  - 2019

**EMAILS RECEIVED**
- **160,000+**
  - UMail messages received over a 30-day period in January 2019

**VIDEO PLATFORM**
- **60 MILLION**
  - Minutes captioned in Kaltura open source video platform FY2019

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

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

**PHISHING EMAILS REMOVED**
- **35,000**
  - Phishing emails removed
  - October 28, 2019 - November 4, 2019

**DUO TWO-FACTOR AUTHENTICATIONS**
- **160,000+**
  - Duo two-factor authentications in a typical 24-hour period
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
- (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., Associate 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.
DESKTOP/LAPTOP/ MOBILE/TABLET SETUP & SUPPORT

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 gear is mostly Intel processors, and includes 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 (up to 1 TB per group) include nightly incremental, weekly full backup. Currently reworking backup solution of group file systems to allow user-driven backup of data to the Ceph-based object storage.

DATA MOVEMENT
For large-scale file transfer, we maintain data transfer nodes (DTNs) connected at 10-40 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

www.chpc.utah.edu
**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.

**SELF-SERVICE WEB PORTAL**
Ordering and setup happens in a single self-service web portal with an Amazon-like experience.

**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.

**FAQS ON THE NEXT PAGE**

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

Online guide: bit.ly/UIT-service-guide
FREQUENTLY ASKED QUESTIONS

WHAT SERVICE OFFERINGS WILL BE AVAILABLE?

WILL UCLOUD ALLOW ME TO FLEX NEW VM HARDWARE SETTINGS?
Yes. There is a VM Hardware Flex offering that will allow you to flex CPU, memory, and storage.

WILL MY EXISTING VMs BE AUTOMATICALLY MIGRATED TO THE NEW CLOUD ENVIRONMENT?
No; however, we will assist you in migrating your VMs to the new environment.

WHAT VM OPERATIONAL TASKS ARE AVAILABLE, AND HOW DO I MANAGE THEM?
Users can manage tasks, such as Start, Stop, Restart, and Snapshot, through the UCloud management web console.

WHAT IS THE BILLING PROCESS FOR UCLOUD OFFERINGS?
Billing will be based on chartfields. VMs will have a monthly charge. If a VM is terminated before a full month cycle, the charges are pro-rated.

WHAT TECHNOLOGIES ARE BEING USED WITHIN UCLOUD?
Hitachi Content Platform (HCP), MicroFocus Hybrid Cloud Management (HCM), Cisco Application Centric Infrastructure (ACI), VMWare, and Pure Storage.
Partnering in a safe 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 for designing effective, sustainable improvements that align with strategic goals.

We begin by helping our customers and partners to ask and answer essential questions, resulting in a visual model of the "as-is" process — the what, why, who, how, and when of getting work done. Once the current triggers, 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 triggers 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://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/](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](mailto: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 one of the primary ways the U shares important information and alerts.

**SKYPE/TEAMS**

UIT has migrated to a new unified communications Voice over IP (VOIP) system, part of the U’s broad communications platform, Skype for Business (SFB). SFB gives students, employees, and affiliates the power to connect, via remote meeting or secure instant messaging. If you have questions, our call center staff is always happy to help.

Microsoft Teams is a no-cost "digital office space" that provides an alternative for email communications, online web conferencing platforms, and collaboration applications.

All current members of the U community, including affiliates with uNIDs, may use the U's instance of Teams

**UTV/UTVSTREAM**

University Television (UTV) is a university-owned/operated cable TV service that provides live programming to Housing and Residential buildings, U departments, and other buildings. UTVStream offers live programming, allowing on-campus residents to watch and record live TV on their desktops, devices, and TVs.

**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.

**FILE-SHARING**

Ubox is a cloud-based storage and 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.
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 allow departments, faculty, students, and staff to download software on university-owned desktops, laptops, and mobile devices. In addition to the 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.
BUSINESS INTELLIGENCE

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

Online guide: bit.ly/UIT-service-guide
The Content Management & Usability team provides University of Utah offices, colleges, departments, and programs with full-service website support using a content management system (CMS) called OU Campus.

From initial site creation to usability testing to ongoing maintenance, the team gives clients the tools and support they need to create engaging, accessible, intuitive websites that fit seamlessly into the overall campus website user experience.

Embedded in UIT’s University Support Services, the team is located within a network of professionals dedicated to enhancing technology throughout campus. Their mission is to build upon this strong foundation and create an environment with rich access to training and support, and a full-featured toolbox. With more than 400 editors, 200 sites, and an average of 100 monthly support requests, the team works with departments large and small across campus to support and manage their growing digital strategy needs.

In addition to providing website support services to campus units, the Content Management & Usability team also provides UX/UI research, development, and expertise to internal web engineering teams.

SERVICES
- Full-service, daily support for editors
- Tool maintenance, support, and training
- Website design/redesign work
- Usability research and testing
- Custom scripting
- Best practice consultations
- Secure hosting on university servers
- In-person training sessions
- Online forms and data collection

UX/UI RESEARCH AND TESTING METHODS
- Surveys
- Interviews
- Focus groups
- Tree tests
- Card sorting
- First-click-tests
- Observational task-based tests
- Remote and in-person testing

Visit websites.it.utah.edu for a full list of services, OU guides, redesign examples, and much more. When you’re ready for a website makeover, let’s talk!

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 (PS) is the platform behind many of the 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 PS technologies for the Admissions, Advising, Enrollment, Financial Aid, Scholarships, and Tuition & Billing.

PROJECTS & PARTNERSHIPS

The USS Student Systems team:

- Queries student-centric PS 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 university-wide student systems, services, and apps that integrate with PS, like 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 PS
- Provides consulting on purchasing new student software that integrates with PS
- Works with the campus community to manage IT projects related to PS 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 PS 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.

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Online guide: bit.ly/UIT-service-guide
A considerable amount of time, coordination, and user testing goes into 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.

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Online guide: 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.

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