

ID	Service Name	Description of Service	Business Owner	UIT Service Manager	UHS?
ACADEMIC					
1	Classroom Technologies Support	Maintenance, incident support, and installation assistance for classroom technologies in general purpose classrooms. Portable equipment checkout, classroom technology training and assistance designing technology spaces.	Jeffrey Morgan	Leroy Mays	No
2	Streaming Services - Academic (MediaSite)	Administration of technologies to support the distribution of streaming media for academic use.	Jeffrey Morgan	Matthew Castillo	No
ADMINISTRATIVE					
3	AI Chatbot	Provision of AI chat services for UHS units.	Administration (A&F)	Diane Trippel	Yes
4	Annual Financial Reporting BI Service	Administration of Hyperion and data warehouse business intelligence technologies used to support the financial reporting office.	Lavonda Lockett /Financial Reporting Office	Robert Li	Yes
5	Audio and Video Production	Production of audio and video for events and to produce marketing videos for colleges and departments.	Administration (A&F)	Matthew Castillo	No
6	Budget Planning Service (CoogPlan)	Administration of business intelligence and data warehouse technologies to support the UHS/UH planning and budgeting system.	Barbara Duarte/Budget Office	Robert Li	Yes
7	Business Process Optimization IS	Enhancing and customizing the PeopleSoft system to streamline financial operations and improve overall efficiency.	Jordan Scorsone	Muhammad Soonasra	Yes
8	Campus subscriptions to IT professional organizations (Educause)	Membership to IT organizations like Educause to access IT research papers, industry benchmarks, and collaborate with industry peers.	Administration (A&F)	Sonia Morales	Yes
9	Computer Labs (SHRL common areas)	Management of computing labs including desktops, laptops, printers and other peripherals.	SHRL	Kirven McKissic	No
10	CRM Services (GetHelp/SendIt)	Administration of customer relationship management tool (faq [gethelp knowledge base], chat [gethelp spark], and email distribution [SendIt]).	Administration (A&F)	Robert Birkline	No
11	Dashboards and Data Analytics (Tableau BI)	Administration of BI technologies such as data extractor, dashboards to facilitate decision making (e.g., enrollment management, SHRL).	Various: Enrollment Management, Institutional Research, Finance, HR, IT	Robert Li	Yes
12	Device Management (MS SCCM, Intune, Jamf)	Administration of client management including centralized and remote desktops/laptops/mobile devices for image installations, application upgrades,	Administration (A&F)	Andy Moon; Mark Norgan	No

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		security patches, remote assistance, and enforcement of prohibited technologies.			
13	Digital Signage (Reach Media Networks)	Administration of the centralized application that controls campus electronic displays, and support of electronic displays installed in UIT-managed areas.	Administration (A&F)	Mark Rosanes	No
14	Electronic Access Control System (LENEL, AccessNSite)	Administration of the application/database servers and data integration for the LENEL and AccessNSite access control system used for electronic access to campus buildings.	David Oliver	Tuong Ho	No
15	Email Protection (Proofpoint)	Administration of email flow to reduce malware, spam and abuse of email.	Administration (A&F)	Eric Mims	Yes
16	Employee Training (TAP)	Administration of the Training Access Portal (TAP) for UHS employees.	Gaston Reinoso	Fidel Ramirez	Yes
17	Endpoint protection (CrowdStrike)	Administration of endpoint protection services restricting malware.	Administration (A&F)	Eric Mims	Yes
18	Enterprise Application Security Assessments / Data Feed Review	Management of security assessments of enterprise systems and data feeds to identify security risks and offer mitigation strategies for reducing or eliminating risk.	Administration (A&F)	Anthony Scaturro	Yes
19	Federated Single Sign-On (MS 365)	Administration and deployment of Single Sign-On (SSO) integration using Microsoft 365 (MS 365) as the SSO authentication source (Identity Provider). Departments/Colleges with appropriately configured and approved on-premise and/or cloud applications may request approval and implementation services for SSO integration to MS 365.	Administration (A&F)	Tuong Ho	No
20	Federated Single Sign-On (Shibboleth)	Administration of the federated Single Sign-On using Shibboleth Identity Provider (IdP) Service in conjunction with federation memberships (e.g., InCommon and Texas Trust).	Administration (A&F)	Keith Martin	No
21	Financial Management Reporting BI service	Administration of Hyperion and data warehouse business intelligence technologies to facilitate UHS/UH financial management reporting and data analytics.	Barbara Duarte/Budget Office	Robert Li	Yes
22	Grants Management IS (PeopleSoft Grants Management)	Management and support of enterprise PeopleSoft application for research grants administration.	David Schultz	Muhammad Soonasra	Yes
23	Hosted Services	Server administration of virtual server infrastructure (for supported versions of Microsoft Windows Server and Red Hat Enterprise Linux) located in the computing center and managed by UIT. Services	Administration (A&F)	Shivi Pawa; Reggie Beavers	No

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		provided to colleges and divisions through a Service Level Agreement.			
24	Hosted Services Security Assessments	Assessments of hosted service security elements and recommended controls for protection of UHS data.	Administration (A&F)	Anthony Scaturro	Yes
25	Housing Management System and Self-Services (RMS Mercury)	Administration of housing management system for current and future residents for managing housing applications, room assignments, and check-ins.	Don Yackley	Tuong Ho	Yes
26	Incident Management: Forensics, Response & Reporting	Management of security incident investigation and documentation.	Administration (A&F)	Eric Mims	Yes
27	Intrusion/Duress Alarm Systems	Management of intrusion alarm systems that detect physical access to monitored areas and duress alarms.	Ceaser Moore	James Schexneider	No
28	IT Facilities-as-a-Service (UIT Co-location Facility)	Provision of IT Facilities-as-a-Service (FaaS) for co-locating servers for colleges/divisions who want to operate their equipment in the secure, centrally managed UIT Co-location Facility. UIT provides the facility (building, security, power and network) while the servers are managed by the college/division.	Administration (A&F)	John Gillet	Yes
29	IT Project Management	Project portfolio and project management of IT projects related to capital projects and network infrastructure projects.	Administration (A&F)	Rita Barrantes	No
30	IT Service Assurance	Management of the IT Service Assurance program to provide annual IT service metrics to colleges and divisions.	Administration (A&F)	Rita Barrantes	Yes
31	Legacy Student IS (LegacySIS)	Administration of UH/UHV legacy student data and transcripts.	Scott Sawyer	Tuong Ho	Yes
32	Non-emergency Text Messaging and Automated Phone Calling (Twilio)	Assistance with setting up non-emergency text messaging and automated phone calling services for departments on campus using Twilio.	Administration (A&F)	Robert Birkline	No
33	Parking Management System (T2)	Administration of parking application to manage citations, fines, parking decals, and applications.	Emily Messa	Tuong Ho	No
34	Pay Television (CampusTV)	Acquisition and distribution of satellite television channels on campus. Technology administration of IPTV services to provide video programming over the University's data network on a cost-recovery basis.	Administration (A&F)	Matthew Castillo	No
35	Point-of-Sales Systems (Agilysys, Grubhub Ultimate)	Administration of PoS systems for processing of payments, installed in multiple campus stores and locations.	Emily Messa	Tuong Ho	No

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36	Public Safety Radio Distributed Antenna System (DAS)	Management of technology infrastructure for specialized DAS service installed in multiple campus locations under the UH Police Department request.	Ceaser Moore	Charles Way	No
37	Queuing and Appointment System (CougarQ)	Administration and development of virtual queuing and appointment system.	Emily Messa	Tuong Ho	No
38	Security Awareness Communications and Training	Provision of information security awareness communications, training, and presentations, including the delivery of mandatory employee security awareness training. Development of custom awareness workshops tailored to the specific needs of a college, division or department.	Administration (A&F)	Jana Chvatal	Yes
39	Security Camera Systems	Management of technology infrastructure for surveillance cameras installed in multiple campus locations.	Ceaser Moore	James Schexneider	No
40	Security Operations Center	Daily monitoring and identification of incoming security threats to the university network.	Administration (A&F)	Eric Mims	Yes
41	Security Risk and Compliance Assessments	Management of security risk assessments of data and IT assets to identify security risks and offer mitigation strategies for reducing or eliminating risk.	Administration (A&F)	Jana Chvatal	Yes
42	Security Systems Design	Planning and design of physical security systems, access control, video surveillance, intrusion/duress alarm systems and emergency call stations.	UHPD	Charles Way	Yes
43	Software Distribution	Management of campus-wide site licenses and license distribution and download.	Administration (A&F)	Leroy Mays	Yes
44	Streaming Services - Administrative (Vimeo, YouTube, Facebook, Teams, Zoom)	Administration of technologies to support the distribution of streaming media for non-academic use.	Administration (A&F)	Matthew Castillo	No
45	Student IS (Enrollment)	Administration of enterprise Student Information System (SIS): recruiting via Slate, admissions, records & enrollment, room scheduling, academic advising, degree audit, international student services, SIS security & ID management, campus community, student self-service and external integrations.	Katina McGhee	Khalid Bhatti	Yes
46	Student IS (Financial Aid)	Administration of enterprise student systems: ISIR, Pell Grants, Direct Loan, FISAP, Work Study, and external integrations.	Katina McGhee	Leo Moreno	Yes
47	Student IS (Graduate Admissions)	Administration of enterprise student systems: graduate admissions processing and professional and medical schools support.	Katina McGhee	Khalid Bhatti	Yes
48	Student IS (Institutional Research and Effectiveness)	Administration of enterprise student systems: Institutional Research, Coordinating Board reporting.	Katina McGhee	Leo Moreno	Yes
49	Student IS (Student Financials)	Administration of enterprise student systems: tuition and fee calculation, book loans, billing, accounts	Katina McGhee	Leo Moreno	Yes

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		receivables, general ledger interface, and external integrations.			
50	Student Training / Title IX Training	Administration of student training portal for UHS students.	Rebecca Lake	Fidel Ramirez	Yes
51	Technology Reviews (Campus/Colleges/Divisions)	Management of the Technology Review (TR) program that provides technology consulting and comprehensive assessment of IT services.	Administration (A&F)	Rita Barrantes	Yes
52	Time & Effort Reporting IS (Maximus ERS)	Administration of Time & Effort reporting application for Principal Investigators (PIs) to certify time and effort on research grant / contract projects.	David Schultz	Muhammad Soonasra	No
53	Unified Dashboard	Administration and development of the unified dashboard for various systems including AccessUH, A&F KPI, Finance, HR, LUG and UIT.	Administration (A&F)	Tuong Ho	Yes
54	University Calendar (LiveWhale)	Administration of the comprehensive university-wide events calendar that is used for both web and mobile views.	UH Marketing	Robert Birkline	No
55	Video Conferencing Design (Administrative Conference Rooms)	Design consultation of administrative video conferencing facilities for use by the community in designated areas.	Administration (A&F)	Leroy Mays	No
56	Vulnerability Scanning	Administration of vulnerability scanning for internal and external IP addresses and web applications to identify vulnerabilities that need to be mitigated.	Administration (A&F)	Gautam Taneja	Yes
57	Web Publishing/Design	Provision of professional services for web publishing and design. Web and mobile application design and development.	Administration (A&F)	Robert Birkline	No
<b>CORE SERVICES</b>					
58	Account and Access Management (Remedy)	Administration of accounts for UH faculty, staff, and students for the purpose of supporting instructional, research, and administrative systems. (CougarNet and web accounts).	Administration (A&F)	Kimberly Moody	No
59	Answerpoint for UH Main Listed Number (University Call Center)	Management of incoming calls to University main phone number 3-1000, including response to inquiries as first point of contact and call routing.	Administration (A&F)	Leroy Mays	No
60	Backup Services (IBM Spectrum Protect)	Provision of data backup services for University servers with mission critical data.	Administration (A&F)	Reggie Beavers	No
61	Call Center Services (Genesys)	Administration of call center services to manage call routing in support of multiple University helpdesk services.	Various (e.g., Enrollment Services, UIT Customer Support, UH Contact Center, ISSSO, FIXIT, UH Parking).	John Kojak	No

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62	Collaboration Services (SharePoint, Office 365)	Administration of MS SharePoint and Office 365 for the purpose of supporting collaboration in all UH environments.	Administration (A&F)	Andy Moon	No
63	Cougar Card System (Atrium)	Administration of multi-purpose university access card used for services such as dining, convenience stores, building access, events, and printing.	Emily Messa	Tuong Ho	No
64	DHCP Services (IP Addresses)	Allocation of IP addresses for University resources, servers and printers.	Administration (A&F)	Charles Chambers	No
65	Directory Services (LDAP/Active Directory)	Administration of domain services and hierarchical directory of organizational resources such as users, computers, printers, and sites.	Administration (A&F)	Shivi Pawa	Yes
66	Domain Name Service (DNS)	Administration of registration and operations of Domain Name Service for the University's domains. These include "uh.edu", "uhs.edu", and "houston.edu".	Administration (A&F)	Charles Chambers	Yes
67	Email (Exchange)	Administration and service support of the campus email services.	Administration (A&F)	Andy Moon	No
68	Emergency Management System (Everbridge)	Administration of the emergency notification system to handle campus communications during emergency situations.	Ginger Walker	Mark Rosanes	Yes
69	Emergency Telephony Services	Management of campus safety telephony services such as code blue (SIP), elevator lines (analog) and ring down phones (SIP).	Cesar Moore	Charles Way	Yes
70	Employee Self-Service (PASS)	Administration of the self-service enterprise PeopleSoft solution to access HR services.	Gaston Reinoso	Keith Martin	Yes
71	Enterprise Process Document Imaging	Administration of the enterprise document imaging solution for capturing and storing documents integrated with PeopleSoft ERP solutions.	Administration (A&F)	Muhammad Soonasra	Yes
72	Enterprise Systems Infrastructure	Management of physical and virtual server infrastructure located in the UH Data center, PGH and Victoria. Includes database administration for campus solutions, HR/payroll, finance, AccessUH and other data centric services.	Various (e.g., Administration, Colleges, Divisions)	Keith Martin	Yes
73	Facilities Management (AssetWorks)	Provision of data integration for the facilities management system.	David Oliver	Tuong Ho	No
74	Fax Services (Digital and Analog)	Administration of digital and analog fax services available to administrative units.	Administration (A&F)	John Kojak	No

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75	File Shares	Management of file shares for multiple departmental units. Provides space and access to university files shares and CougarNet space for shared services to physically store your profile and files.	Administration (A&F)	Shivi Pawa	No
76	Financial IS (PeopleSoft Finance)	Administration of the enterprise financial solution PeopleSoft Finance for UHS/UH.	Usha Mathew	Mike Chang	Yes
77	Human Resources IS (PeopleSoft HR and Payroll)	Administration of human resource solution for timesheet management, performance management, compensation, and other personnel information.	Gaston Reinoso	Keith Martin	Yes
78	IT Support/HelpDesk	Provision of help desk support of UIT services by telephone, chat, walk-ins, email, text, and FAQs.	Administration (A&F)	Leroy Mays	No
79	Learning Management System (Canvas)	Consulting and oversight of the Learning Management System (LMS) for course delivery.	Jeffrey Morgan	Fidel Ramirez	Yes
80	Marketing and Communication Email Distribution (SendIt)	Administration of technologies in support of bulk email communications for marketing/communications purposes.	Administration (A&F)	Mark Rosanes	No
81	Mass Email (Listserv)	Provision of internal Listserv software for group email communications including emergency class email distribution.	Administration (A&F)	Robert Birkline	No
82	Mobile Services (Modo)	Administration of Modo Campus app, a Content Management System, that provides a platform to create and publish content to the University mobile app, UH Go.	Lisa Holdeman (Modo)	Jody Gillit	No
83	Monitoring Data Center and Networks	Monitoring of UH data centers and network infrastructure.	Administration (A&F)	V. Bull	Yes
84	Multi-Factor Authentication Integration Service (Duo)	Provision of multi-factor authentication (MFA/2FA) integration and services for UH mission critical applications. Provides the user with the ability to enter a second factor authentication (e.g., Push to Phone/Approve, SMS PassCode, Hardware Token, WebAuthn) of something they have after entering something they know (username/password).	Administration (A&F)	Shivi Pawa	Yes
85	Network Connectivity (Internet, Internet2, Intranet)	Management of network services including Internet, Internet2, and Intranet.	Administration (A&F)	Charles Chambers	Yes
86	Portal Services (AccessUH)	Administration and development of the University single sign-on portal used for accessing multiple campus applications.	Administration (A&F)	Tuong Ho	No
87	Portal Services (TAP)	Administration and development of a single sign-on portal used for accessing UHS applications for UHD, UHV and UHCL campuses.	Administration (A&F)	Tuong Ho	Yes

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88	Printing Services (UniPrint)	Administration of centralized printing solution and support of print kiosks in computing labs and high-density areas.	Administration (A&F)	Andy Moon	No
89	Secure Socket Layer Certificates	Administration and monitoring of SSL certificates for campus servers and domains.	Administration (A&F)	Jana Chvatal	Yes
90	Telephone Services (Long Distance)	Administration of long-distance (international and national) telephone services available on campus by using authorization codes.	Administration (A&F)	John Kojak	No
91	Ticketing System (Crow Canyon)	Administration of the ticketing system for the University of Houston including IT and other colleges and divisions.	Administration (A&F)	Kimberly Moody	No
92	Unified Communications (MS Teams Telephony)	Administration and deployment of unified communications (telephony, voicemail, IM, video conferencing, desktop collaboration).	Administration (A&F)	John Kojak	No
93	Video Conferencing (MS Teams, Zoom)	Administration of classroom video conferencing to provide distance education through interactive video.	Jeff Morgan	Leroy Mays	Yes
94	Virtual Private Network (VPN)	Management of authenticated and secure remote (off-campus) access to campus computing resources.	Administration (A&F)	Charles Chambers	Yes
95	Web Content Management System (Cascade CMS)	Administration of the University solution for web content management.	UH Marketing	Robert Birkline	No
96	Web Load Balancing (NetScaler)	Provision of load balancing and SSL off-loading for web services.	Administration (A&F)	Charles Chambers	Yes
97	Web Presence (UHSystem.edu/UH.edu)	Administration of the UHS/UH main website.	UH Marketing	Robert Birkline	Yes
98	Wi-Fi (UHSecure, UHGuest, Eduroam)	Administration, management, and support of campus Wi-Fi services. UHSecure (authenticated - faculty/staff/students), UHGuest (open - guests), Eduroam (authenticated - UHS, HigherEd participants).	Administration (A&F); Don Yackley (SHRL); Eve Esch (DSA)	Brandon Stratton	No
99	Wired Campus Network (access network)	Management of the wired network infrastructure providing access network to the community.	Administration (A&F)	James Schexneider	No
100	Wired Campus Network (core and distribution network)	Management of the wired network infrastructure providing inter-building network connectivity.	Administration (A&F)	Charles Chambers	No
101	Wired System Network	Management of the core wired network infrastructure providing network interconnections across the UH System Universities.	Administration (A&F)	Charles Chambers	Yes



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RESEARCH					
102	High Performance Computing (RCC)	Management of high performance computing technologies for research purposes. Research system administration specializing in clusters as well as stand alone.	DSI – Claudia Neuhauser	Keith Crabb	Yes
103	High Performance Research Networks (LEARN, RenoH)	Management of high bandwidth network for high performance computing needs.	Administration (A&F)	Charles Chambers	Yes
104	Research Compliance IS (Click ICON System)	Management and support of Click ICON system for Research Integrity and Oversight office (IRB, IACUC and COI).	Laura Gutierrez	Muhammad Soonasra	No
105	Science DMZ Networks	Management of high performance network connectivity to research labs.	Administration (A&F)	Charles Chambers	No