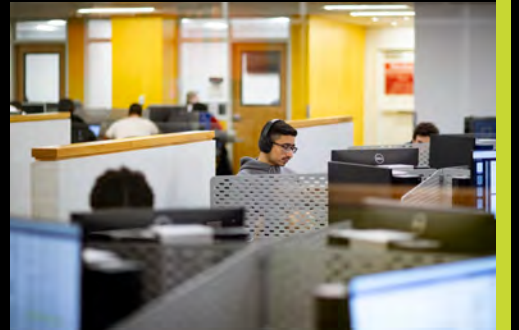
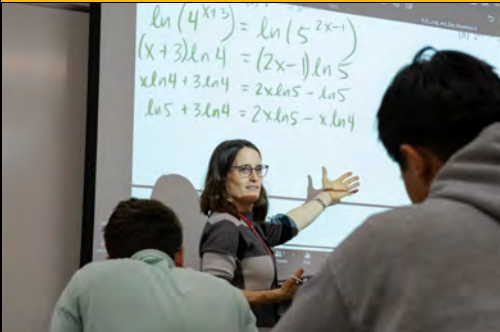


# INFORMATION TECHNOLOGY SERVICES SERVICE CATALOG



# Administrative and Business

Services that support the administrative and business functions of an institution. Includes business capability and process automation, financial and procurement systems, human resource systems, and student information systems.

| Service  | Service Description   | Service Offerings  |
|--|---|--|
| <b>Alumni and Advancement</b>                      | Alumni portals and offerings that support university and college advancement and development.   | <b>Advancement Systems Consulting and Support (SME)</b><br><b>Banner Advancement</b>   |
| <b>Business Capability and Process Improvement</b> | Practices, frameworks, and technologies that automate, improve efficiencies, and measure the effectiveness of business processes. Includes IT service management; operations, business, sales, and marketing management platforms; document and signature management services; customer relationship management; job scheduling; and workflow management. | <b>Adobe Acrobat Sign</b><br><b>Appworx Workload Automation</b><br><b>BMC Helix Enterprise Service Management</b><br><b>Form Fusion Document Enhancement and Distribution</b><br><b>Listserv Maestro Marketing Platform</b><br><b>Microsoft Bookings</b><br><b>Microsoft Power Automate</b><br><b>Secure File Transfer</b><br><b>WebCheckout Equipment Reservation and Inventory</b><br><b>Workflow Management</b> |
| <b>Data, Reporting, and Analytics</b>              | Business intelligence platforms, data warehouses, dashboards, analytics tools, transactional reporting, operational data stores, and data governance when offered as a service.   | <b>Cognos Analytics</b><br><b>Microsoft Power BI</b><br><b>Structured Data Storage</b><br><b>Data Source Development</b><br><b>E-Print</b><br><b>Dashboard and Report Development</b>  |
| <b>Facilities Management</b>                       | Support of room and facility systems, including event management (room management, hotel, concierge, seating, conference registration, etc.), mapping, building security, safety and risk management, dining systems, point of sale, transportation, laundry, and parking systems.  | <b>route.temple.edu (Concept3D Interactive)</b><br><b>Point of Sale Systems</b><br><b>Blackboard Transact</b><br><b>Security Camera Systems</b>  |
| <b>Faculty Information Systems</b>                 | Practices, frameworks, and technologies that automate, improve efficiencies, and measure the effectiveness of business processes. Includes IT service management; operations, business, sales, and marketing management platforms; document and signature management services; customer relationship management; job scheduling; and workflow management. | <b>Elements Bibliometrics</b><br><b>Elements Faculty Profile Builder</b><br><b>Faculty Application Development</b><br><b>Faculty Data Analytics and Reporting</b><br><b>Faculty Web Profiles</b>   |

# Administrative and Business *(continued)*

Services that support the administrative and business functions of an institution. Includes business capability and process automation, financial and procurement systems, human resource systems, and student information systems.

| Service   | Service Description  | Service Offerings   |
|---|--|---|
| <p><b>Financial and Procurement Systems</b></p> | <p>Administration and maintenance of faculty administration, review, and promotion and tenure systems.</p>   | <p>Banner Finance<br/>                     Finance Application Development<br/>                     Finance Data Integrations<br/>                     Finance Middle-tier Application Support<br/>                     Finance Self-Service Tools<br/>                     Finance Systems Consulting and Support (SME)</p>  |
| <p><b>Human Resource Systems</b></p>            | <p>Administration and management of core human resource systems, including recruiting, position management, performance review, workforce development, and time and attendance. Might also include payroll and benefits administration systems. Faculty Affairs, Budget offices.</p> | <p>Employee Self-Service Tools<br/>                     HR Application Development<br/>                     HR Data and Reporting<br/>                     HR Data Integrations<br/>                     HR Middle-tier Application Support<br/>                     HR Systems Consulting and Support (SME)</p>  |
| <p><b>Student Information Systems</b></p>       | <p>Admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, and career services systems.</p>  | <p>Advisor Self-Service Tools (SSB)<br/>                     Banner AR<br/>                     Banner Financial Aid<br/>                     Banner Student<br/>                     CRM Recruit<br/>                     Degree Audit Reporting<br/>                     Destiny One<br/>                     Faculty Self-Service Tools (SSB)<br/>                     Student Application Development<br/>                     Student Data and Reporting<br/>                     Student Data Integrations<br/>                     Student Middle-tier Application Support<br/>                     Student Self-Service Tools (SSB)</p> |

# Communication and Collaboration

Services that facilitate institutional communication and collaboration needs. Includes conferencing and telephones, email and collaboration services, media and audio/visual, and web services.

| Service  | Service Description   | Service Offerings  |
|--|---|--|
| <b>Collaboration</b>                                   | Information sharing, productivity and integrated collaboration suites used to facilitate interactions between individuals and work groups as they create, share and exchange information.   | Google Workspace<br>Microsoft 365<br>Microsoft Forms<br>Microsoft OneDrive<br>Microsoft Teams File Sharing<br>Microsoft Teams Messaging<br>Poll Everywhere<br>Slack - TUtech<br>TUsafesend |
| <b>Content Management</b>                              | Informational content management systems (CMS). Includes both departmental and personal use.  | Acquia Website<br>sites.temple.edu<br>TUportal Intranet<br>WordPress Server  |
| <b>Email</b>   | Email and related services that facilitate interactions between individuals and work groups.  | Email Distribution List<br>Email Integrations<br>Listserv Discussion List<br>Outlook Departmental Email and Calendar<br>Outlook Email and Calendar (TUmail)                                |
| <b>Mass Communications and Emergency Notifications</b> | One-way communications and emergency communications to the entire campus or other defined groups. Includes campus alert systems, broadcast email and text messaging, electronic newsletter distribution, enterprise mailing list management, and digital signage. | Email Announcement Distribution<br>Fourwinds Digital Signage<br>Listserv Announcement Lists<br>TUportal Internal Targeted Communications<br>Twilio<br>www TUalert                          |

## Communication and Collaboration (*continued*)

Services that facilitate institutional communication and collaboration needs. Includes conferencing and telephones, email and collaboration services, media and audio/visual, and web services.

| Service                       | Service Description  | Service Offerings  |
|-------------------------------|--|--|
| <b>Media and Audio/Visual</b> | Broadcasting, live streaming, video recording, media production, and video storage. This area includes audio visual-related event support. | <b>Live Streaming for University Events</b><br><b>Panopto Video Storage and Streaming</b><br><b>RTMP Streaming</b>   |
| <b>Telephones</b>             | Telephony, including voice/VoIP and teleconferencing, hosted either in cloud or on-premises.   | <b>Call Center (on-prem)</b><br><b>Call Recording</b><br><b>Enhanced Call Processing</b><br><b>Genesys Call Center</b><br><b>Landline Telephones</b><br><b>Microsoft Teams Calling</b><br><b>Mobile Phone Service</b><br><b>Telephone Conferencing</b> |
| <b>Web Conferencing</b>       | Services that facilitate real-time online meetings.  | <b>Microsoft Teams Audio and Video Conferencing</b><br><b>Web Conferencing for Class and Conference Rooms</b><br><b>Zoom Web Conferencing</b>  |
| <b>Web Management</b>         | Services that support the web experience, including website and mobile application development.  | <b>API Development</b><br><b>Custom Web Search</b><br><b>TUmobile</b><br><b>URL Management</b><br><b>URL Shortener</b><br><b>Web and Application Development Consultation</b><br><b>Web Application Development</b>                                    |



# Desktop and Mobile Computing

Services that support access and use of community members' devices and related peripherals. Includes desktop and mobile device support, printing and related services, and software and applications distribution.

| Service                                      | Service Description   | Service Offerings  |
|--|---|--|
| <b>Desktop and Mobile Device Support</b>     | Support for all types of endpoint devices, including laptops, desktops, mobile devices, and related peripherals that are not in the printing service. These devices might be personally or institutionally owned (including loaner equipment.) Includes support for the associated operating system, hardware, and systems that provide enterprise management of computing devices. | <b>Endpoint Management as a Service</b><br><b>Personally Owned Device</b><br><b>University Owned Computer</b><br><b>University Owned Mobile Device</b>   |
| <b>Equipment Loans</b>                       | Short term and long term hardware loaner and rental services.   | <b>Battery Kiosks</b><br><b>Laptop Kiosks</b><br><b>OWLtech Loaner Services</b><br><b>Student Technology Assistance Application (STAA)</b><br><b>TECH Center Lab Mac Rental</b>                            |
| <b>Hardware Lifecycle Management</b>         | Purchasing consultation, hardware procurement, device refresh, and technology recycling.  | <b>Hardware Lifecycle Planning</b><br><b>Hardware Purchase Consultation</b><br><b>OWLtech Store</b><br><b>Computer Recycling Center</b><br><b>Tech Fee Planning and Implementation</b>                     |
| <b>Printing</b>                              | Technology associated with printers and copiers, such as copy, scan, fax, and print.  | <b>3D Printing</b><br><b>HP Managed Print Services</b><br><b>Print on the Go</b><br><b>Printer Lifecycle Planning</b><br><b>Specialty Printing</b><br><b>Support for University Owned Printers</b>         |
| <b>Software and Application Distribution</b> | Distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers. Includes both cloud-based and desktop software.  | <b>Adobe Creative Cloud</b><br><b>download.temple.edu</b><br><b>Lab Workstation Software Management</b><br><b>Microsoft Subscription Licensing</b><br><b>Support for University Site Licensed Software</b> |

# Identity and Access

Identity and access management, including accounts, authentication, access, and role-based provisioning at the enterprise level.

| Service                    | Service Description  | Service Offerings   |
|----------------------------|--|---|
| <b>Accounts Management</b> | The management of Temple University accounts.  | AccessNet Account<br>accounts.temple.edu<br>accounts.temple.edu - Manage User Console<br>Departmental Account Management<br>Guest Access Request System<br>HDutils<br>Identity APIs<br>Service Account<br>Super User (SU) Account<br>TUHS Account Request |
| <b>Authentication</b>      | Offerings which provide secure login authentication to university systems and applications.  | Backend Authentication<br>Multi-Factor Authentication<br>Single Sign-On (SSO)   |
| <b>Authorization</b>       | Offerings which provide mechanisms for access management to websites and applications. Including data to facilitate role or group based authorization. | Active Directory Groups<br>Azure AD Groups<br>Grouper Group Management<br>LDAP Groups   |
| <b>Directories</b>         | Offerings which provide consistent forms of aggregated data about accounts. These directories present role, mail, bio-dem, and other user data.        | Active Directory Users<br>Azure AD Users<br>Cherry & White Directory (directory.temple.edu)<br>LDAP Users<br>TUportal Self-Service Directory (SSB)  |
| <b>Identification</b>      | The management of digital identities.  | Duo Push (out of band)<br>Identity Proofing<br>TUID   |

# Information Security

Services that provide security, data integrity, and compliance for institutional activities. Includes security consulting and education, incident response and investigation, and security policy and compliance.

| Service   | Service Description  | Service Offerings  |
|---|--|--|
| <b>Passwords and Secrets Management</b>             | Store secrets; tokens, certificates, passwords, encryption keys, etc. securely.  | <b>LastPass Password Manager</b><br><b>Vault Secrets Management</b>  |
| <b>Public Key Infrastructure</b>                    | Solutions that enable secure communication over the internet.  | <b>Global Sign</b><br><b>Let's Encrypt</b><br><b>Microsoft CA</b>  |
| <b>Secure Computing</b>                             | Offerings that provide a secure computing environment for end users. Includes network security, system security, application security, and threat monitoring and management.                 | <b>Network Security</b><br><b>System Security</b><br><b>Vulnerability Management</b>   |
| <b>Security, Privacy Policy, and Compliance</b>     | Offerings relating to institutional policy or compliance guidelines and requirements. Includes support for audit processes.  | <b>Privacy Policy and Compliance</b><br><b>Security Policy and Compliance</b><br><b>Procurement Security Review</b><br><b>Security Consulting</b><br><b>Security Education</b> |
| <b>Security Consulting and Education</b>            | Security assessment, education, and awareness of campus security requirements, policies, and guidelines. Includes contract reviews and risk assessments. Consulting for research data plans. | <b>Procurement Security Review</b><br><b>Security Consulting</b><br><b>Security Education</b>  |
| <b>Security Incident Response and Investigation</b> | Offerings that respond to, remediate, and seek to prevent security incidents. Security monitoring and response.  | <b>LogRhythm Security and Threat Monitoring</b><br><b>Report Phish</b><br><b>Security or Privacy Incident Reporting</b>  |



# Infrastructure

Foundational services that support the operation and management of the enterprise IT environment. Includes data center services, database management, network and connectivity management, and server and storage management.

| Service                                | Service Description   | Service Offerings  |
|--|---|--|
| <b>Cable Television</b>                | Delivery and management of cable TV services across the university.   | Comcast for Business TV (BTV)<br>X1 for Hospitality (X14H)<br>X1 for Hospitality Venue (X14H-V)<br>Xfinity on Campus             |
| <b>Data Center Services</b>            | Strategy, planning, architecture, and operation of physical and virtual data centers, including on premises, remote, and cloud-based data centers.  | Colocation Services  |
| <b>Database Management</b>             | Hosting and administration of databases, physical and virtual.  | Microsoft Access Database<br>Microsoft SQL Database<br>MySQL Database<br>Oracle Database   |
| <b>Infrastructure as a Service</b>     | Essential computer, networking, security, and IAM resources on demand, on a pay-as-you-go basis.  | Azure IaaS   |
| <b>Monitoring and Alert Management</b> | Monitoring of IT services, including the underpinning technologies.   | GoAlert<br>Xymon<br>Zenoss Monitoring  |
| <b>Networking</b>                      | The architecture, installation, and operation of infrastructure items required to offer network connectivity, such as network cabling, routers, and firewalls. Includes connecting devices (including Internet of Things devices) to the network, network access management, securing access to networks, and appropriate authentication (e.g., network registration systems, and NAC). | IP Address Management<br>Network Access Management<br>Server Load Balancing<br>Wired internet on Campus<br>Wireless on Campus    |
| <b>Remote Access</b>                   | Secure remote connectivity to Temple networks, servers, applications and computers.   | Azure Application Proxy<br>Remote Proxy<br>Virtual Applications<br>VPN   |
| <b>Server and Storage Management</b>   | Provisioning, hosting, and administration of physical and virtual servers and related storage. Includes the maintenance and provisioning of core storage capabilities such as server storage and database backups.  | Departmental File Storage (TUVault)<br>Kubernetes Platform as a Service<br>Simple Storage Service (s3)<br>Virtual Server Hosting |

# IT Professional Services

People-based services that support the management of IT for the institution. Comprises consulting services not related to specific services identified in other categories. Includes digital accessibility, IT communication and documentation, IT service delivery and support, training and outreach, and community engagement.

| Service   | Service Description  | Service Offerings  |
|---|--|--|
| <b>Community Engagement</b>                                 | Initiatives and programs that promote digital equity and workforce development in the community surrounding Temple University.   | Digital Equity Center<br>Philadelphia Community Wireless (PCW)<br>School District of Philadelphia Apprenticeship Program<br>Workforce Development Program  |
| <b>Digital Accessibility</b>                                | Assessing or enabling accessibility of academic software, enterprise applications, or electronic/digital resources. Might include accessibility reviews, defining standards, analysis, or end-user training/awareness.   | Accessibility Web Auditing<br>Closed Captioning<br>Computer Accessibility Software<br>Procurement Accessibility Review   |
| <b>IT Communications and Documentation</b>                  | Development and delivery of IT communications related to delivery of IT services. Includes communications related to system changes, service offerings, maintenance of support documentation.  | Email Announcement Development and Delivery<br>HD Alert<br>Social Media Management<br>systemstatus.temple.edu<br>Tech Bits<br>Visual Content Management<br>Web Content and IT Documentation<br>What's New in Temple Tech |
| <b>IT Service Delivery and Support</b>                      | Includes design and maintenance of the capabilities, tools, and service points needed to deliver IT services or provide end-user support. Includes service desks, call centers, and online support delivery. Might include concierge support or special event service delivery | Executive Support<br>Service Management Service Quality Consultation<br>Special Event Support<br>Temple University ITS Help Desk   |
| <b>IT Strategy, Governance, and Enterprise Architecture</b> | Enterprise-level strategy and planning.  | IT Directors Roundtable<br>ITS Liaison Program<br>TAP ITS  |
| <b>Portfolio and Project Management</b>                     | Project portfolio management and related project management services.  | Collaboration Center Project Management<br>Project Management<br>work.temple.edu   |

## Teaching and Learning

Services providing instructional technology and resources directly supporting teaching and learning. Includes learning management systems, assessment and learning analytics, and lecture capture.

| Service  | Service Description   | Service Offerings  |
|--|---|--|
| <b>Academic Technology and Support</b>           | Ensuring that physical classrooms, labs, specialized learning environments, and virtual learning environments are suitably equipped and functional to meet the needs of the education experience. | <b>Classroom Technology Lounge Workstations<br/>OWLab Virtual Labs<br/>Tech Labs</b>                 |
| <b>Assessment Systems and Learning Analytics</b> | Support for assessing learning outcomes, learning analytics and promoting academic integrity.   | <b>Canvas Learning Analytics<br/>Proctorio Proctoring Software<br/>Turnitin Plagiarism Detection</b> |
| <b>Learning Management</b>                       | Offerings that relate to the management of academic course materials (e.g., videos, documents, spreadsheets) and that facilitate teaching and learning using online portals.                      | <b>Canvas LMS<br/>Qwickly Attendance Pro Activity Tracking and Reporting</b>                         |
| <b>Academic Video and Media</b>                  | Recording, storing, editing, publishing and streaming lectures and videos.  | <b>Echo360<br/>Panopto Lecture Capture</b>   |