

FY 2013—Self-Sustaining Services

(Charged services based on use, excluded from Basic Bundle of Services)

Service Description	UW-IT Line of Business
<p>1. Cable TV</p> <p>HuskyTV service, including planning, design, and low-voltage wiring.</p>	Cable TV
<p>2. Call Center Solutions</p> <p>Function to route calls to individual staff based on volume or their expertise with a specific product or service. The set of tools includes a call management system and call recording for quality and training purposes.</p>	Call Center Solutions
<p>3. Computer Repair</p> <p>Computer hardware repair and software maintenance, including Nebula, non-Nebula, and warranty.</p>	Computer Repair
<p>4. Consulting</p> <p>UW-IT provides a wide range of IT consulting services.</p>	Consulting
<p>5. Data Moves, Installs, and Changes</p> <p>Processing requests and provisioning for data network installations, moves, and changes.</p>	Data Moves Installs Changes
<p>6. Enhanced Email</p> <p>Management and support of custom email solutions, including infrastructure, server, and client support.</p>	UW Email - Exchange
<p>7. Enhanced Network Services</p> <ul style="list-style-type: none"> • Management and support of custom network solutions. • Management and support of K20 network services and infrastructure. • Management and support of ITS-MED network services and infrastructure. 	<p>K-20 Network Services</p> <p>UW Medicine Network Connectivity Services</p>
<p>8. Long Distance</p> <p>Management and support of long distance telecommunication services.</p>	Long Distance Services
<p>9. Managed Desktop</p> <p>Managed desktop services provided using centrally administered PC system.</p>	Managed Desktop Services
<p>10. Managed Servers</p> <p>Management of and support for managed server services.</p>	Managed Servers
<p>11. Off Campus Connectivity</p> <p>Management and support of connectivity services for off campus customers.</p>	Off Campus Connectivity

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12. Pager Management and support of pager services.	Pager Services
13. Server Co-Location Management and support of co-location services.	Data Center
14. Smartphone Support Management and support of Smartphone services.	Smartphone Support
15. Software Licensing Provide licensing for SPSS & SAS Software.	Software Licensing
16. Storage Services Management and support of storage services.	ISCSI Storage Research Storage (Iolo) TSM Backup (parts of)
17. Teleconferencing Management and support of Teleconferencing services.	Teleconferencing
18. Telephone Service and Telephone Sets Access to dial tone, provisioning, and repair of phone set.	Dial Tone (parts of) Telephone Sets
19. Videoconference Facilities Management and support of video conference facilities, including event consulting, testing, and operations.	Videoconference Facilities
20. Voice Moves, Installs, and Changes Processing requests and provisioning for telephone installations, moves, changes, and billable repairs.	Voice Moves Installs Changes
21. Web Publishing – SharePoint SharePoint is a Web publishing tool.	Web Publishing - SharePoint