

Service catalogues communicate the scope of services provided by the university for each function and include where responsibility sits for delivery.

The service catalogues are supported by service descriptions for each unit responsible for delivery, which detail service level and expectations.

These are living documents that are managed and updated by the relevant co-sponsors and are accessible to all.

This service catalogue document:

- is sponsored by Fraser Forbes and Mike MacGregor.
- has been approved by the Service Excellence Steering Committee (SESC).

CENTRES OF EXPERTISE

Enterprise Applications

- Core technology services
 - Support and subject matter expertise for implementation projects for new or major upgrades to enterprise applications
- Core business solutions
 - Financial and procurement systems*¹
 - Human resource systems*¹
- Higher education solutions
 - Student information systems*¹
 - Classroom scheduling and booking system*¹
 - Research administration systems*¹
- Application development services
 - Application development and maintenance services
 - Email and collaboration services*¹
- Integration and quality assurance
 - Integration services
- Data management and analysis
 - Data management, data quality, and analytics — for enterprise systems
- Process automation services
 - Business capability and process automation
 - Email and collaboration services

Digital Infrastructure

- Digital network and data centre services
 - Data centre services
 - Monitoring and alert management
- Edge network services
 - Network and connectivity management
- Identity and access services
 - Identity and access management

- Windows infrastructure services
 - Server and storage management
- Unix infrastructure services
 - Server and storage management
- Cloud services
 - Secure computing

IT Service Excellence

- IT service delivery processes and tools
 - IT service delivery and support systems
- Solutions and standards
 - Manage communications to users about IT services
 - Standards for supported systems and technologies
 - Develop service-level agreements
- Endpoint support
 - Desktop and mobile device support
 - Includes support for “reasonably standard” computers used for research
- Endpoint systems
 - Software and applications distribution
 - Printing and related services
- Project management
 - IT planning cycle and strategic plan
- Service desk

Chief Information Security Officer (CISO)

- Assurance and compliance
- SecOps
 - Secure computing
 - Security management, consulting, and education
 - Security incident response and investigation

Digital Learning Environment (DLE)

- Learning space support and digital events
 - Academic technology and support — including classroom support
- Learning space technology
 - Media and A/V
- Learning Space OS and app provisioning
 - Software and applications distribution
- Test scoring and surveys
 - Polling and surveys
- Digital assessment services
 - Assessment systems and learning analytics
- DLE product support and configuration
 - Learning management systems
- DLE product development, integration, and analytics
 - Developing DLE solutions in support of pedagogical requirements

Research Computing

- Advanced research computing
 - Advanced and high-performance computing
 - Digital research services

SHARED SERVICES

TRANSACTION PROCESSING HUB

- Conferencing and telephones
 - University and department directories
 - Management of conventional and voip desksets
 - Management of cellular phones
 - Teleconferencing
 - Video and web conferencing
 - Telephone billing
 - Switchboard
 - Voicemail
- End-user support — self service, basic remote support
- Business capability and process automation
 - Robotic process automation

COLLEGE/FACULTY/UNIT

- Maintain and manage research specific equipment and applications
 - Support for specialized data acquisition devices and integrated computers
 - Trust-funded development and support of specific research projects
- Maintain faculty/unit-specific higher education applications (e.g. library databases and search interfaces)

SHARED WITH SERVICE CENTRE

- Manage communications to users about IT services
- Input to standards for supported systems and technologies
- Input to IT planning cycle and strategic plan
- Input to roadmaps for both core and higher education applications
- Develop and monitor service-level agreements
- Developing DLE solutions in support of pedagogical requirements
- Support and subject matter expertise for implementation projects for new or major upgrades to enterprise applications

*1. Maintain and manage systems; plan and execute projects for system upgrades and new implementations