

University of North Texas - Information Technology Service Provision

This document identifies the providers for various IT services at the University of North Texas.

Service		ITSS	UNT-UIT	Local IT	Other	Comment
Learning Management		X	X		CLEAR	ITSS supports infrastructure and integration. UNT's CLEAR administers the application and provides faculty support services. UIT Help Desk provides student support services.
Administrative Applications	Finance	X				
	HR/Payroll	X				
	Student Administration	X				
	CRM	X				Use limited to undergraduate and graduate reporting
	Portal	X				
	Degree Management	X				
	Classroom Scheduling	X				
	Advancement	X			SAAS (Vendor)	Contract administered by ITSS. Service provided by vendor as SAAS.
Business Intelligence		X			Decision Support	ITSS support data warehouse, ETL (extract, transform & load), business intelligence infrastructure. UNT Decision Support supports warehouse development, implementation, and content delivery.
Communications & Collaboration	On campus network	X				ITSS provides support but capital funded by campus
	Wide Area Network (WAN)	X				
	WIFI	X				ITSS provides support but capital funded by campus
	Network Firewall & VPN	X				
	SharePoint	X				
	Telecommunications	X				
	Emergency Notification	X				
	Employee EMAIL	X	X	X		ITSS supports infrastructure. UNT provides user support.
	Instant Messaging	X	X	X		ITSS supports infrastructure. UNT provides user support.
	Video Conferencing	X			CLEAR	ITSS supports infrastructure. UNT's CLEAR administers and provides conferencing services.
Imaging		X		X		
Departmental Support	Dedicated servers		X	X		
	Virtual Server Infrastructure	X		X		
	Storage Area Networks	X		X		
	Backup Services	X		X		
	Departmental Applications		X	X		
	User account provisioning	X	X	X		
	File and Print Services		X	X		
	Personal Device support		X	X		Support for desktops, laptops, mobile devices, printers, etc.
	Peripheral Device Support		X	X		Support Surveillance, HVAC, digital signage, and security systems and devices, alarms, printers, copiers, projectors, etc.
	Productivity Software Support		X	X		
	Web Site Hosting	X		X		
	Web Development		X	X	URCM	University Relations, Communications, and Marketing provides web site development services
	Data Center	X		X		
	Conference/meeting room support		X	X		

Service		ITSS	UNT-UIT	Local IT	Other	Comment
Research Support & Faculty Support Services	High Performance Computing		X	X		
	Research Software & Statistical Support		X	X		
	Research & Visualization Lab		X			
	Data Management		X			
Student & Instructional Technology Support	Student General Access Computer Lab		X	X		
	Classroom Media Technology Support		X	X		
	Student IT Help Desk		X			
	Computer Classroom Support		X	X		
	Computer Testing Center		X			
	Student Bulk Email Service		X			
	Student Printing		X	X		
	Student EMAIL	X	X		SAAS (Vendor)	ITSS manages the contract and integration. UIT provides student support.
Security & Compliance		X	X	X		All IT units are involved in the execution of the IT security program
IT Governance		X	X			

- Legend**
- ITSS UNT System Information Technology Shared Services
 - UIT UNT University Information Technology - In addition to research, faculty, student and instructional support, UIT provides departmental support to non-academic units
 - Local IT Academic IT organizations and police department
 - Other Non-IT organizations providing services