FY2011—Basic Services

(Common services charged per capita)

Service Description	Limitation/Exclusion	UW-IT Line of Business
1. Accessibility Services Services that support the use of technology for people with disabilities.	Consulting does not include solution implementation.	Access Technology Center DO-IT
2. Accounts and Passwords UW electronic identities, accounts on central UW systems, and services that enable access control for online applications. Services include UW NetID and passwords, UW Directories, Administrative System accounts, UW Windows Infrastructure, Access Management, and Wi-Fi registration. UW NetIDs available for other uses: www.uw.edu/itconnect/accounts/	Limited to one personal UW NetID.	Access Management Accounts and Passwords UW Directories UW Windows Infrastructure
3. Administrative Systems Infrastructure Systems infrastructure and technology support for UW administrative/business systems.	Does not include new applications or projects or major changes to services (e.g., upgrades and expansions).	Database Services Developer Tools EMC Storage Services IT Production Printing MCP Services UW Administrative Business Systems Support
4. Anti-Virus Software Provision of UW licensed anti-virus software for desktop computers.	Eligibility limited by UW NetID. Use limited by contractual obligations.	Antivirus Software
5. Basic Backups and Mass Storage Storage, backup, and recovery of centrally managed UW applications and systems.	Does not include departmental or individual storage, backup, and recovery of applications and systems.	Enterprise Tape Libraries KARC Backup Services SAN TSM Backup Services

INFORMATION TECHNOLOGY
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Service Description	Limitation/Exclusion	UW-IT Line of Business
6. Basic Email, Calendaring, and Collaboration Tools Electronic mail services, including spam and virus protection, bulk mail, and email lists. Services include UW Email, UW Google Apps, UW Windows Live, Departmental Calendars, and UW Events Calendar.	Limited to one account per capita. Use limited by: • Contractual obligations • Storage and delivery quota's per service description • Appropriate use guidelines Does not include enhanced email and calendaring.	UW Email Calendaring
7. Basic Networking Wired and Wi-Fi wireless network services, including network engineering, network and security operations, and Internet connectivity. Service includes Wi-Fi 802.11b/g and 802.11a where available, and 10/100/1000 Mbps where available.	Limited to two ports per capita. Use limited by: • IP addressing • Internet access bandwidth Does not include: • Unplanned wiring, switch, and wireless upgrades or network expansion • Enhanced Wi-Fi (e.g., encryption, 802.11n, VOIP) • Enhanced network services (e.g., VPN, DNS) • Moves, adds, and changes	Campus Communication Infrastructure Engineering Internet Commodity UW Network Connectivity Services
8. Basic Telecommunications Infrastructure Common infrastructure and technology support to deliver dial tone and other telecommunication services.	Limited to one personal number per capita. Does not include: • Telephone sets (monthly fee based on phone type) • Port-based maintenance (monthly fee per line) • Enhanced telecommunication services (e.g., call center solutions) • Moves, adds, and changes	Dial Tone (parts of)
9. Technology Emergency Preparedness • Infrastructure to support emergency communications, notifications, and operations. • Business continuity planning and implementation for centrally managed UW applications and systems.	Does not include departmental business continuity planning and implementation.	UW Emergency Response Tools

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10. Wireless Cellular Service Infrastructure Infrastructure to enhance cellular and wireless coverage and service on University property.	Does not include unplanned enhancements and expansions, or new applications or services	Mobile Technology
11. Teaching/Learning Tools - Catalyst Web Tools used for courseware and to support teaching, learning, and research. Examples include Collect It, CommonView, File Manager, GoPost, GradeBook, Group Manager, QuickPoll, ShareSpaces, UMail, and WebQ. - Basic support for technology-based teaching, learning, and research, including face-to-face, phone, and email consulting, workshops, and how-to Web content.	Eligibility limited to UW NetID, though online tools can be accessed with ProtectNetwork IDs Consulting does not include solution implementation.	LST Knowledge Services Catalyst Web Tools
12. UW Enterprise Portal Service and support for UW's enterprise portal infrastructure (MyUW).	Eligibility limited by UW NetID Use limited by appropriate use guidelines Does not include: - Design and development of content - Application development and support	Enterprise Portals
13. Web Publishing Hosting and Web services for faculty, staff, students, courses, departments, and UW administrative pages.	Eligibility limited by UW NetID Use limited by: - Storage quota per service description - Appropriate use guidelines Does not include: - Content and Web development - Application support	Web Hosting Web Publishing