

FY2012—Self-Sustaining Services
(Charged services based on use, excluded from Basic Services)

Service Description	UW-IT Line of Business
1. Cable TV HuskyTV service, including planning, design, and low-voltage wiring.	Cable TV
2. Call Center Solutions 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.	Call Center Solutions
3. Computer Repair Computer hardware repair and software maintenance, including Nebula, non-Nebula, and warranty.	Computer Repair
4. Data Moves, Installs, and Changes Processing requests and provisioning for data network installations, moves, and changes.	Data Moves Installs Changes
5. Database Consulting Database consulting for departmental requests for database systems not in Basic Service bundle.	Database Consulting
6. Enhanced Email Management and support of custom email solutions, including infrastructure, server, and client support.	UW Email - Exchange
7. Enhanced Network Services <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. 	K-20 Network Services UW Medicine Network Connectivity Services
8. Long Distance Management and support of long distance telecommunication services.	Long Distance Services
9. LT Lab Services LT lab desktop services, including maintenance, trouble resolution, deployment, planning, and research.	LT Labs Service
10. User Experience and Web Service Consulting User experience and Web services consulting.	User Experience and Web Services Consulting
11. Managed Desktop Managed desktop services provided using centrally administered PC system.	Managed Desktop Services

FY2012—Self-Sustaining Services
(Charged services based on use, excluded from Basic Services)

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