

**FY2011—Self-Sustaining Services**  
(Charged services based on use, excluded from Basic Services)

<b>Service Description</b>	<b>UW-IT Line of Business</b>
<p><b>1. Cable TV</b></p> <p>HuskyTV and other cable TV services, including planning, design, and low-voltage wiring.</p>	Cable TV
<p><b>2. Call Center Solutions</b></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> <p>Examples of large and small call centers include: student support centers, IT helpdesks, language translation services, appointment scheduling for medical clinics, customer support centers, ticket sales, etc.</p>	Call Center Solutions
<p><b>3. Cellular Administration</b></p> <p>Management and support of cellular services with service providers.</p>	Cellular Administration
<p><b>4. Computer Repair</b></p> <p>Computer hardware repair and software maintenance, including Nebula, non-Nebula, and warranty.</p>	Computer Repair
<p><b>5. Data Moves, Installs, and Changes</b></p> <p>Processing requests and provisioning for data network installations, moves, and changes.</p>	Data Moves Installs Changes
<p><b>6. Database Consulting</b></p> <p>Database consulting for departmental requests for database systems not in Basic Service bundle.</p>	Database Consulting
<p><b>7. Enhanced Email</b></p> <p>Management and support of custom email solutions, including infrastructure, server, and client support.</p>	UW Email - Exchange
<p><b>8. Enhanced Network Services</b></p> <ul style="list-style-type: none"> <li>• Management and support of custom network solutions.</li> <li>• Management and support of K20 network services and infrastructure.</li> <li>• Management and support of ITS-MED network services and infrastructure.</li> </ul>	K-20 Network Services  UW Medicine Network Connectivity Services
<p><b>9. Long Distance</b></p> <p>Management and support of long distance telecommunication services.</p>	Long Distance Services
<p><b>10. LST Lab Services</b></p> <p>LST lab desktop services, including maintenance, trouble resolution, deployment, planning, and research.</p>	LST Labs Service

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<b>11. LST User Experience and Web Service Consulting</b> User experience and Web services consulting provided by LST unit.	User Experience and Web Services Consulting
<b>12. Managed Desktop</b> Managed desktop services provided using centrally administered PC system.	Managed Desktop Services
<b>13. Managed Servers</b> Management of and support for managed server services.	Managed Servers
<b>14. Pager</b> Management and support of pager services.	Pager Services
<b>15. Server Co-Location</b> Management and support of co-location services.	Server Co-Location
<b>16. Smartphone Support</b> Management and support of Smartphone services.	Smartphone Support
<b>17. Teleconferencing</b> Management and support of Teleconferencing services.	Teleconferencing
<b>18. Telephone Service and Telephone Sets</b> Access to dial tone, provisioning, and repair of phone set.	Telephone Sets
<b>19. Customized Computer Workshops</b> Computer software workshops customized for end users.	Customized Computer Workshops
<b>20. Videoconference Facilities</b> Management and support of video conference facilities, including event consulting, testing, and operations.	Videoconference Facilities
<b>21. Voice Moves, Installs, and Changes</b> Processing requests and provisioning for telephone installations, moves, changes, and billable repairs.	Voice Moves Installs Changes
<b>22. Web Publishing – SharePoint</b> SharePoint is a Web publishing tool.	Web Publishing - SharePoint