

## FY 2014—Self-Sustaining Services

(Charged services based on use, excluded from Basic Bundle of Services)

Service Description	UW-IT Line of Business
<p><b>1. Cable TV</b></p> <p>HuskyTV service, 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>	Call Center Solutions
<p><b>3. Computer Repair</b></p> <p>Computer hardware repair and software maintenance, including Nebula, non-Nebula, and warranty.</p>	Computer Repair
<p><b>4. Consulting</b></p> <p>UW-IT provides a wide range of IT consulting services.</p>	Consulting
<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. Enhanced Email</b></p> <p>Management and support of custom email solutions, including infrastructure, server, and client support.</p>	UW Email - Exchange
<p><b>7. 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>8. Long Distance</b></p> <p>Management and support of long distance telecommunication services.</p>	Long Distance Services
<p><b>9. Managed Desktop</b></p> <p>Managed desktop services provided using centrally administered PC system.</p>	Managed Desktop Services
<p><b>10. Managed Servers</b></p> <p>Management of and support for managed server services.</p>	Managed Servers
<p><b>11. MediaAMP Service</b></p> <p>End-to-end content delivery, storage, and security solutions for digital media.</p>	MediaAMP

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<b>12. Off Campus Connectivity</b> Management and support of connectivity services for off campus customers.	Off Campus Connectivity
<b>13. Pager</b> Management and support of pager services.	Pager Services
<b>14. Server Co-Location</b> Management and support of co-location services.	Data Center
<b>15. Smartphone Support</b> Management and support of Smartphone services.	Smartphone Support
<b>16. Software Licensing</b> Provide licensing for SPSS & SAS Software.	Software Licensing
<b>17. Storage Services</b> Management and support of storage services.	ICSI Storage Research Storage (Iolo) TSM Backup (parts of)
<b>18. Teleconferencing</b> Management and support of Teleconferencing services.	Teleconferencing
<b>19. Telephone Service and Telephone Sets</b> Access to dial tone, provisioning, and repair of phone set.	Telephony (parts of) Telephone Sets
<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