

Computing & Information Services

Inventory of Services

Executive Summary

2001 - 2002

General Description

Computing and Information Services (CIS) provides an integrated suite of services for the University of New Hampshire campus as well as the University System of New Hampshire. CIS employs about 200 people and has an operating budget exceeding \$26 million. An overview of all CIS services is provided below, grouped by the four primary departments within CIS: Academic Technology; Telecommunications and Client Services; Printing, Mail and UNH Computer Store; and Enterprise Computing.

CIS services are categorized as either base level or incremental. Base level services are funded primarily by the General Assessment and the Student Technology Fee. There is no incremental charge for consumption of these services. Incremental services are those for which a fee is charged in exchange for goods or services. In addition, services that UNH departments may not obtain from external parties (CIS has a monopoly) are identified in the summary below.

The following summary was designed for readability and conciseness. Complete details of services offered, funding, and monopoly status (if applicable) are available in the full Inventory of Services document. The full document is being prepared for publication on the CIS Web pages effective Spring Semester 2002.

Academic Technology

The Audio/Visual Services staff assist faculty, students, and staff with the use of A/V and computer equipment in classrooms and other campus venues. Services include delivery and demonstration of audio/visual/computer equipment, emergency assistance, sound support, support of special events, and audio/visual system design.

- Base level services: delivery/setup of equipment for UNH-registered courses in campus classrooms; creation, maintenance, and support of tech enhanced classrooms (all monopoly); consultation on A/V systems in locally controlled campus venues.
- Incremental (fee-based) services: rental (including delivery, setup, and support) of equipment for extracurricular events; A/V equipment repair.

The Instructional Development Center staff assist faculty in integrating a broad spectrum of instructional tools and technologies into their classes. They also provide hardware, software, and consulting services to support the production of instructional materials such as 35mm slides, overheads, prints, large format posters, and CDs. Staff also provide training and support for the UNH Blackboard (for Web-enabled courses) and Far View (distance education) Projects.

- Base level services: Scanning, digital imaging, and other multimedia support services related to course materials; Blackboard system services (monopoly).
- Incremental (fee-based) services: Computer-generated slides, prints, posters, and CD-ROMS.

The Photographic Services staff provide creative photographic support to the University community. Services include film processing, copy services, archival printing (monopoly), color printing, image scanning, passport photos, and photographers to chronicle special events, outreach, and research.

- Incremental (fee-based) services: all photo services are fee-based.

The ResNet Program assists residence hall students to connect to the campus network by creating and distributing the *ResNet Guide*, training and supervising student consultants who give one-on-one assistance, and working with other CIS groups to solve network and other reported technical problems.

- Incremental (fee-based): ResNet services are paid by the Department of Housing.

The Student Computing Clusters staff manage the public PC and Mac computing facilities on campus, network licenses for statistical and mathematical applications, and software for the Teach/Learn Center and SuperTech classrooms. They also install programs in the Clusters requested by faculty as well as consult with faculty members trying to select the best software for use in their courses. They manage the LearnLinc application used for web-based distance learning and participate on the Blackboard Project Team.

- Base level services: All except those listed below as incremental. All base level services are monopoly.
- Incremental (fee-based) services: Computer clusters at Gables/Woodside are funded by a service level agreement with the Department of Housing; hands-on teaching lab in Cole Hall is funded by a service level agreement with the Thompson School; resale of obsolete computer equipment.

The Video Services staff offers a full range of services for video production: pre-production consultation, scripting, and budgeting; video and multimedia graphic production; and duplication and packaging. Multimedia productions can be developed for Mac and PC platforms and services include interactive design, graphic design, and programming. Satellite video feeds can be down linked and recorded or distributed to various points on campus.

- Incremental (fee-based): All video services are fee-based.

The Teach/Learn Centers staff provides a variety of services that support teaching with technology, including managing hands-on classrooms, distance learning, and videoconferencing facilities. The centers also provide faculty and instructors orientations to the facilities and coordinate software placement in the Student Computing Clusters for their students.

- Base level services: Creation, maintenance, scheduling, and training for use of hands-on classrooms for courses related to academic programs (all monopoly).
- Incremental (fee-based) services: Rental of hands-on classrooms for non-course use, media support for distance learning facilities (monopoly), videoconferencing services.

Telecommunications and Client Services

Telecommunications services are grouped by two types of clients: student and administrative. All Telecommunications services are fee-based, except the Wide Area Network which is supported by the University System of New Hampshire. All Telecom services are monopoly except wireless phones.

Student Services: Telecom is essentially the phone company for students living in residence halls. Telecom provides dial tone to all student dormitories (except Forest Park apartments), offering access to local and long distance calling. Each residence hall room has one phone connection or “jack.” All student residence halls are equipped with high-speed Ethernet connections, where each student room is equipped with one connection per student (a.k.a. “Port-Per-Pillow”). Telecom offers wireless phone service and equipment to all students in partnership with an external provider.

Administrative Services: Telecom offers faculty and staff a wide range of telecommunication services. Services available are dependent upon the user's authorization code, calling range, class of service, instrument (telephone), as well as standard or optional features. Telecom offers wireless phone service and equipment in partnership with an external provider. Telecom provides faculty and staff access to dedicated high-speed (10 Mbps) connections for the USNH intranet, the world wide Internet, and other administrative systems. Telecom also manages the Wide Area Network (WAN) and supports the video-conferencing infrastructure.

Client Services are managed by three discrete groups: Help Desk Professional Services (HDPS), Technical Services & 2nd Level Consulting, and the Extended Services Group.

Help Desk Professional Services is the primary point of contact and dispatch center for queries and incidents related to computing equipment, applications, and connectivity to the campus network. Other services include computer accounts administration, training & documentation, and disk services (repair and file conversion). Training specialists provide training on institutional software (such as Banner) and manage outsourced training on commonly used software programs and outsourced survey and exam scanning. The only monopoly service is training on institutional software.

- Base level services: All except those listed below as incremental.
- Incremental (fee-based) services: out-sourced training and survey scanning.

Technical Services & 2nd Level Consulting specialists administer the servers that host electronic mail, groupware, and system-wide virus protection; consult on hardware and software problems as referred by HDPS; and repair desktops, printers, and servers. Technical services include support of Active Directory (Microsoft's database of user accounts), Microsoft Outlook/Exchange, CISUNIX (email), Blackboard, Public Server Service (disk space and file sharing), and related backup and restore of these systems.

- Base level services: Central server administration, electronic mail, groupware for BSCs, central virus protection; all are monopoly services. Hardware and software consultation is limited to supported products as defined by the Supported Products Advisory Committee (SPAC). Repairs of SPAC hardware products during warranty period are base level.
- Incremental (fee-based) services: Public Server Service; customized disk sharing services; custom contracts to support needs above the base level services and beyond supported products; hardware maintenance/repair beyond warranty. All services related to non-SPAC products.

The Extended Services Group provides system administration and support for the UNH Web server and related consulting services. This group offers Web page development and maintenance.

- Base level services: UNHINFO Web server administration (monopoly) and rudimentary consulting on Web pages.
- Incremental (fee-based) services: design, programming, database development for Web pages, on-going Web page maintenance, and administration of special Web servers.

Printing, Mail, and UNH Computer Store

UNH Printing Services is a graphic arts resource designed to serve the printing needs of the University community. They offer graphic design, Web page design, high quality full color offset printing, two retail copy centers, copyright clearance service, self-service library copier network, and office copier placement.

- Incremental (fee-based) services: All printing services are fee-based.

Mailing Services is a mailing resource designed to serve the intra-campus, national and international mailing needs of the University community, including first-class mail, bulk mail, FedEx, and mail list management.

- Base level services: intra-campus mail delivery.
- Incremental (fee-based) services: postage, bulk mailing, mail list management.

The UNH Computer Store sells UNH-supported computer products at educational prices. As a campus reseller the operation is totally focused on campus (education) customers. All products from the Computer Store are fee-based.

Enterprise Computing

System administration and data center management includes hardware and software installation and support for UNH/USNH information systems, middleware administration and support. Monitoring and backing up central computing systems for academic and administrative use, as well as centralized printing for Unix- and VMS-based functions. Limited to UNH/USNH enterprise systems: finance, student, human resources, and alumni.

- Base level services: All are base level and monopoly except as noted directly below.
- Incremental (fee-based) services: Support for non-centralized administrative systems may be arranged on a fee-for-service basis, such as the system used by Facilities Management; print jobs requiring special forms or handling are charged based on paper used.

The Management Information System (MIS) staff provide applications development, administration, and related support for the various components of the UNH/USNH enterprise systems: finance, student, human resources, and alumni in partnership with the respective user groups and clients.

- Base level services: All are base level and monopoly.