

PeopleSoft - CRM Mass Communication Tool

SERVICE CATEGORY

PeopleSoft

SERVICE UNIT

UCF IT Enterprise Application Development

DESCRIPTION

Primarily a communication tool, the customer relationship management (CRM) software serves as a platform to communicate critical information involving student records and/or employment opportunities at a mass level.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE \$0	PRICE TERMS Per Service	RECURRING Monthly	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

All UCF departments or organizations. Note: Department data managers of the specific ViewStar library must approve user request before UCF IT can grant user data access.

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

Applications System Analyst/Programmer

PeopleSoft - Student and HR Self-Service Record Access

SERVICE CATEGORY

PeopleSoft

SERVICE UNIT

UCF IT Enterprise Application Development

DESCRIPTION

The student records and human resource management system provided by PeopleSoft allows students, faculty, and employees to access their records through a “self-service” tool. Students will be able to view their applicant records, degree audit, financial aid, and other records, while employees will have access to their payroll and compensation, benefits, and personal information.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE \$0	PRICE TERMS Per Database	RECURRING Monthly	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

All UCF departments or organizations. Note: Department data managers of the specific ViewStar library must approve user request before UCF IT can grant user data access.

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

Applications System Analyst/Programmer

PeopleSoft - Reporting Services

SERVICE CATEGORY

Reporting Services

SERVICE UNIT

UCF IT Enterprise Application Development

DESCRIPTION

This PeopleSoft application allows clients to extract data out of Student and Human Resources in order to create statistical reports. Data can be pulled based on department or college and can be adjusted to present exact values such as how many students graduate from a specific school.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE \$0	PRICE TERMS Per Database	RECURRING One-Time	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

All UCF departments or organizations. Note: Department data managers of the specific ViewStar library must approve user request before UCF IT can grant user data access.

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

Applications System Analyst/Programmer

ViewStar - Viewing Service

SERVICE CATEGORY

Document Imaging and Viewing

SERVICE UNIT

UCF IT Enterprise Application Development

DESCRIPTION

A web application (internally known as UCFINFOSTORE) is used to provide read-only access to browse catalogs and display documents stored in ViewStar libraries via a standard web browser.

FUNCTIONALITY LIST

Ability to search, sort, and view specific documents in one or multiple ViewStar libraries.

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

Each user must have an individual ViewStar account. Please visit this link to request an account: <https://apps.eis.ucf.edu/AutoWebAcct/NewAcctReq.aspx>. Departments will be billed for license fees for each user. Viewing Service provides: WinForm viewer to view images and troubleshooting of viewer-related problems.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

ESTIMATED PRICE \$300	PRICE TERMS Per Service	RECURRING Yearly	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

All UCF departments or organizations. Note: Department data managers of the specific ViewStar library must approve user request before UCF IT can grant user data access.

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

Document Imaging

ViewStar - Archiving Scanned Documents

SERVICE CATEGORY

Document Imaging and Viewing

SERVICE UNIT

UCF IT Enterprise Application Development

DESCRIPTION

Documents are scanned/imported to the workflow, data entry, routed and archived to the library at the end of the process for permanent storage. Price varies depending on customers needs. Contact the service provider for pricing details.

FUNCTIONALITY LIST

ViewStar provides the ability to process documents in the workflow via a custom web-based application that grants users read/write access to data entry, and allows them to review, annotate, manipulate, and route documents to designated worklists in the workflow with user-defined criteria.

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

The Enterprise Imaging Systems group will assist with gathering user business requirements to translate them to ViewStar workflow process. The group will also define library structure, search fields, and security access; design workflow and custom web data entry application; install and configure client scanner and scanning software; provide user training and technical support. Data protection will be provided using platter duplication and a defined disaster recovery plan.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Users can request customized automation tasks, the ability to import files: email/attachments, PDFs, HTML, MS Word and Excel, external system interface (PeopleSoft, MSSQL).

ESTIMATED	PRICE	RECURRING	Nonrecurring	SIGNED SLA
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PRICE \$5000	TERMS Per Service	Yearly	Charge (setup) 9000	REQUIRED True
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AUTHORIZED CUSTOMERS

All UCF departments and organizations

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

Document Imaging