

Reserve Lab Space

SERVICE CATEGORY

Computer Lab Services

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Staff, Faculty, and UCF affiliated groups are able to reserve a computer lab space for special (non-recurring) meetings and testing purposes.

There is a per reservation/per day charge of \$100.

FUNCTIONALITY LIST

Schedule time, reserve computer lab space, send out email confirmation.

TECHNICAL SPECIFICATIONS

Web based applications only. Customer is responsible for testing program functionality.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

Computers are logged in, Technology Specialist on duty to help with technical issues.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

ESTIMATED PRICE \$100	PRICE TERMS Per Reservation	RECURRING One-Time	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED False
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AUTHORIZED CUSTOMERS

All UCF faculty, staff and community.

SERVICE AVAILABILITY LOCATIONS

UCF Main Campus, CB1 101, TC1 106

SERVICE OWNER

Technology Commons

Hourly Service Rate - In House

SERVICE CATEGORY

PC Services

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Hourly labor rate for in-house repairs. This service is available for computers, laptops, and servers. This includes application and operating system support.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

Windows XP or above and/or MAC operating system

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

ESTIMATED PRICE \$74.99	PRICE TERMS Per Computer	RECURRING One-Time	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED False
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AUTHORIZED CUSTOMERS

All UCF faculty, staff and students.

SERVICE AVAILABILITY LOCATIONS

Technology Service Center - Main Campus

SERVICE OWNER

UCF TSSS

Casper Mac Management

SERVICE CATEGORY

PC Services

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Casper Mac Management Software and Administration. This suite will allow Enterprise level management of Apple Computers on the NET domain.

FUNCTIONALITY LIST

Mac Management on the NET Domain.

TECHNICAL SPECIFICATIONS

OSD, application deployment, inventory, policies and configurations.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

Casper Suite, tools (Casper Imaging, Casper Remote, Casper Admin and Casper Recon) and netboot server.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE \$21	PRICE TERMS Per Computer	RECURRING Yearly	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

UCF NET Domain/shared services customers.

SERVICE AVAILABILITY LOCATIONS

UCF all locations.

SERVICE OWNER

UCF TSSS

Computer Accounts Set Up and Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Process computer account request and facilitate communication between the client and the administrators. Receive all requests via PeopleSoft eform workflow and process account Request forms also including forms from Information Security Office for accessing University resources. Verify that client filled out all the required fields. Follow up with client if Request form is incomplete. Follow-up with customer in order to resolve any account issues. E-mail point of contact once account is created or cancelled with account information. Report any account issues to administrator.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

A completed form by the appropriate departmental authority, access to a PeopleSoft workflow, and Info Security Office request form are fax and a telephone follow up for any related issues.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF Staff, Students, Faculty, Departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

Service Desk

DARS (Degree Audit Report System) Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Service desk provides level 1 support to customers. Submit service request regarding DARS. Submit password reset requests to administrators for DARS. Submit request to link printer to account. Calls are directed to RQ writers if an issue is reported verify with Academic services. Submit Leap ticket to EAD. Issues affecting multiple customer with DARSWin submit Remedy ticket. Student issues accessing DAR create LEAP ticket to EAD Team.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

DARS Account (Client), authentication of client, PID, Last 4 digits of SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

Service Desk

Knight's E-mail Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Support for Knight's e-mail is a collaboration between UCF IT Service Desk and EMT. The Service Desk will answer issues regarding password reset, login and other tier 1 troubleshooting concerns. More complex and unresolved technical issues ticket created to EMT when necessary and they will communicate with Microsoft and open a trouble ticket.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

Active Directory Account (Client), Authentication of Client, NID, Last 4 of SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF students, departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

Service Desk

MicroSoft Outlook support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provide Tier 1- 2 troubleshooting support and answer navigational questions regarding Outlook email client.

FUNCTIONALITY LIST

Verify client's information on PeopleSoft Eform workflow list account creation/deletions are submitted. NID password resets are done by the customer on the NID self reset page or with Service Desk assistance. Assist users with questions regarding Exchange functions and access. Assist users with setting up Exchange account. Provide Tier 1- 2 troubleshooting support to client. If issue is unresolved escalate to administrator. Report Exchange customers and connectivity issues to administrators via Remedy.

TECHNICAL SPECIFICATIONS

Exchange Account (Client), authentication of client, NID, Last 4 of SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF Departments and Organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park.

SERVICE OWNER

Service Desk

myUCF/PeopleSoft Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology sales, Service and Support

DESCRIPTION

Provide level 1 and 2 troubleshooting support and answer navigational questions regarding myUCF.

FUNCTIONALITY LIST

Provide level 1 and 2 troubleshooting support for myUCF issues. Report issues with the website to appropriate administrators (PSTECH) via Leap request ticket.

Assist clients with myUCF navigation. Assist faculty/staff with resolving security access issues. Report issues with connectivity between myUCF and supporting sites. Perform LDAP password resets. Direct user on how to resolve issues with the self reset on the site. Direct students experiencing application problems or incorrect information to the Registrars office.

TECHNICAL SPECIFICATIONS

PeopleSoft Account (Client), authentication of client, PID, Last 4 digits of SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF students, departments and organizations

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

Service Desk

Networking Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provide level 1- 2 support and troubleshooting for the campus networks connectivity.

FUNCTIONALITY LIST

Assist students with registration for internet in the residence halls (ResNet). Troubleshoot and report residence hall connectivity issues (ResNet); troubleshoot and report staff/faculty connectivity issues; and report all network service outages to Network Services. Ensure speedy turnaround times for IT request and incidents submitted for support. Assist with VPN registration and troubleshoot issues. Assist with wireless registration and troubleshoot issues. Submit Servicenow tickets to Network Services on all DNS VLAN request and any connectivity issue. Collaborate with Network Services with troubleshooting support documentation.

TECHNICAL SPECIFICATIONS

Network connectivity, appropriate access to workstations, networks, servers and tools, telephone and any related Network devices.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF Staff, Faculty and students, departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

Service Desk

Pegasus Support

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provide Tier 1 - 2 troubleshooting support and answer navigational questions regarding Pegasus e-mail/FTP services. Pegasus password reset. Assist users with Pegasus login Issues. Assist client with Pegasus server settings for other mail clients. Pegasus account quota status. Provide troubleshooting for FTP to pegasus account. Provide command line troubleshooting for Pegasus (PINE). Report any Pegasus server issues. Pegasus is limited and the only customers using this resource are Organization and Faculty accounts. Individual accounts are not longer accepted.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

Pegasus Account (Client), authentication of client, NID, Last 4 digits SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF regional campuses and Research Park

SERVICE OWNER

Service Desk

RightNow Technologies - Knowledge Management System License

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

A fee for one license for a Web-based knowledge management system that allows clients to provide 24/7 customer service. Clients can enter frequently asked questions (FAQs) into the knowledge base. Users can then search the FAQs for answers to their questions.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

Must download and install RightNow Technologies software to workstations.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

Hosted software customer service solution.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE \$270	PRICE TERMS Per Service	RECURRING Monthly	Nonrecurring Charge (setup) 0	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

UCF departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

UCF IT Technology Sales, Service and Support

ServiceNow Online Ticketing

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provides the ability to submit tickets to Computer Services

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.

SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

SERVICE OWNER

UCF IT Technoloy Sales, Service and Support

Telecommunication - VSEG

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provide level 1- 2 support and troubleshooting for the campus Telephone connectivity issues.

FUNCTIONALITY LIST

Service Desk provides level one support and reports outages and connectivity issues with the following, regular dial up services, VOIP phones, ACD, IP communicator, Level 2 troubleshooting President's House, GWUnify.

TECHNICAL SPECIFICATIONS

Telephone infrastructure connectivity, appropriate access to Telephone, devices, servers and tools, telephone and any related Network devices.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF Staff, Faculty and students, departments and organizations.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

UCF IT Technology Sales, Service and Support

Webcourses Resets

SERVICE CATEGORY

Service Desk Support

SERVICE UNIT

UCF IT Technology Sales, Service and Support

DESCRIPTION

Provide Tier 1 technical support for Webcourses users , resets users password, verify user login information and direct users to reset page and provide navigation assistance. Anomalies are escalated to Tier 2 and Webcourses development team for additional troubleshooting. Remedy ticket are created to track customers incident.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

Active Directory Account (Client), authentication of client, NID, Last 4 digits of SSN, ISO #, date of birth and telephone.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF students , faculty and staff.

SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

SERVICE OWNER

UCF IT Technology Sales, Service and Support