

## **Services by Department for ITSS Supported Groups**

The following is a list of the departments supported by the ITSS group, and an individual listing of which services are being provided to each of the supported departments.

- Provost Office
  - Honors, Faculty Development, Office of Institutional Planning and Research, DASS, the Center, Ombudsman, Retention Office, Office of the CIO
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support
  
- Office of Audit Compliance and Review
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support
  
- ROTC
  - ARMY, NAVY, AIR FORCE
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support
  
- Phillip's Center for Performing Arts
  - Phillip's Center, Baughman Center, University Auditorium
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support

- Academic Personnel
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support
  
- Web Admin
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support
  
- Registrar
  - Services provided:
    - Server Support (Housing and Maintenance)
    - Back-up
    - Automation Support
      - WSUS (Windows Server Update Services)
      - ePolicy Orchestrator—central management of virus scanning policies
  
- College of Fine Arts
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
  
- Askew Institute
  - Services provided:
    - Full server support
    - Back-up
    - Automation support
    - Security Response
    - User Management
    - Full Desktop Support

## Glossary

Full server support—General support of servers used by a unit including patching, hardware maintenance, back-up and restore of files, outage response

Back-up—Back-up of data for the purposes of disaster recovery and recovery in the event of file loss

Automation support—services which allow for the remote installation of software, drive mapping, patching of machines, updating of virus scanning programs, etc.

Security Response—taking corrective steps in the event a machine is compromised either by a virus or a malicious hacker

User Management—creation and population of security groups for access to network resources such as file shares and printers, management of the Network Managed By (NMB) for the UF directory

Full Desktop Support—includes installing initial operating system and ancillary programs, installation of specialty software, installation of peripherals (printers, scanners, etc.), troubleshooting errors, replacement of hardware (i.e.—replacing a dead video card)