



Service Agreement

Technology

FY19 through FY23 Budget Information

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
	Technology				
Service Unit Allocation for Primary Unit	\$ 6,195,631	\$ 5,850,175	\$ 5,559,263	\$ 5,427,545	\$ 5,472,275

Service	Brief Description of Services	Core	Premium	Recharge	Page #
Database Administration					
Database Administration	Provide support for Oracle, MySQL, and MS SQL databases. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X	X		6
Technology Support Services					
Classrooms & Learning Spaces Design	Classroom Design & Learning Spaces is committed to making the use of instructional technology in the classroom as convenient and reliable as possible. We design and manage all general-purpose classrooms on campus.	X	X		7
Classrooms & Learning Spaces Support	Provide classroom and learning spaces support and technical training to the instructors who utilize them.	X			8
Audio and Visual Support and Procurement	Provide audio/visual equipment support for eligible customers.	X			9
Service Desk/Tech Support	Support via Chat, Phone, Support Tickets and email. Main UND Tech Support Help Desk (701-777-2222) Monday through Thursday: 8:00 a.m. – 8:00 p.m. CST Friday: 8:00 a.m. – 4:30 p.m. CST Saturday: 12:00 p.m. - 4:00 p.m. CST Sunday: 4:00 p.m. – 8:00 p.m. CST Spring, Summer, Winter Break Hours: Monday through Friday: 8:00 a.m. – 4:30 p.m. CST	X		X	10
Desktop Support/Tech Support	End-point support and management for UND owned computer equipment that meets technology standards. Includes malware removal, computer imaging, software installation, and configuration.	X	X		11
IT Asset Management	Procure equipment, surplus equipment, provide reports on UND owned devices, and make recommendations for replacements.	X			12

Service	Brief Description of Services	Core	Premium	Recharge	Page #
Residence Halls Help Desk	Provide technology support for residence hall students.		X		13
Streaming Services	Provide technology support for streaming events.	X			14
Computing Infrastructure & Security					
Safety & Security Services	Software administration for video surveillance for campus and liaison for emergency notifications for UND.	X			15
Sever and Application Administration	Provides technology support for eligible customers.	X	X		16
Server Hosting	Provide tiered (IaaS, PaaS, SaaS) hosting utilizing NDUS data center to support departmental servers and applications. Supported operating systems include Windows OS and RedHat Linux OS. Both virtual and physical environments available. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X	X		17
Identity Access Management (IAM)	IAM is a centralized identity management service for provisioning user accounts and synchronizing passwords and data information. IAM helps simplify and standardize user accounts, group membership and passwords by managing one user ID and password. IAM can be used to provide sign-on capability with University resources and passwords. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X			18
Cybersecurity	Implements cybersecurity best practices and conducts cybersecurity monitoring for UND centralized enterprise applications and networks. Responds to cybersecurity incidents, audit systems, develop policy procedures, support end point security for the community. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X			19

Service	Brief Description of Services	Core	Premium	Recharge	Page #
Data Center	Management of data center and facility provisions. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X			20
Web and Application Support Services					
Web Space	Provide web and database space for staff, faculty, and research websites affiliated and directly related to supporting UND mission.	X	X		21
Web Application Administration	Application setup and administration for purchased and homegrown software applications.	X	X		22
Web & Application Development	Custom development and maintenance of websites, applications, and databases.	X	X		23
Communication Services- Network and Telecommunication					
Network Services	Provide stable, secured, redundant, and reliable wired and wireless network services. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.	X	X		24
Telecommunication Cabling	Install and maintain copper and fiber-optic cabling for campus.			X	25
Telephone System Administration	Administer telephone system for customers.			X	26
Telephone Set Installation and Maintenance	Install and maintain telephone sets assigned to individuals on campus.			X	27
Administrative Services					
Software Evaluation and Procurement	Evaluate non-standard software and electronic resource purchase requests.	X			28

Service	Brief Description of Services	Core	Premium	Recharge	Page #
Office of CIO	IT strategic planning, oversight of University Information Technology (UIT), vendor and contract management, large IT project management, collaboration with academic and administrative units, CTS and other IT units, NDUS and SBHE liaison for all University technology needs.	X			29
Office of Records Management	Provide services related to the management of records on all mediums throughout their life cycle.	X			30
Project Management	Provide management services for all University Information Technology (UIT) related projects.	X			32

Service:	Database Administration
Contact:	Janna Kruckenberg, Director, Applications and Integration Services
Web address:	https://UND.edu/uit/
Brief Description:	Provide support for Oracle, MySQL, and MS SQL databases. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	Faculty and Staff with approval from CIO
Core Services Specifics:	<p>Institution-wide enterprise solutions – examples: UND web, UPrint, Citrix</p> <ul style="list-style-type: none"> • Physical and virtual configuration • Planning for resources • Backup and recovery • Disaster recovery • Maintenance • Installation
Recharge Services:	N/A
Premium Services:	Department/college specific databases

Service:	Classrooms & Learning Spaces Design
Contact:	Jay Smith, Manager, Classroom Support
Web address:	https://UND.edu/uit
Brief Description:	Classroom Design & Learning Spaces is committed to making the use of instructional technology in the classroom as convenient and reliable as possible. We design and manage all general-purpose classrooms on campus.
Customers Eligible to Request Service:	Department Chairs with approval from Deans, Senior Administration with final approval from the Provost and VP for Finance required
Core Services Specifics:	<ul style="list-style-type: none"> • Design, installation, programming, maintenance, training and support of classrooms, conference rooms, recording studio, and other learning spaces across campus • Provide design work for capital projects • Maintain and support classroom technology in general classrooms. • Provide support and technical training to instructors • Provide remote support options in classrooms for emergency support • Report maintenance room issues (other than technology) to Facilities • Research technology to augment functionality and capabilities of learning spacing • Maintain inventory and audit equipment installed in classrooms • Develop means and methods to adapt new and old technology to work together • Provide A/V consultation to distributed IT teams and colleges • Provide AV equipment for checkout to faculty/staff
Recharge Services:	N/A
Premium Services:	Labor for additional services for enhanced and department classrooms

Service:	Classrooms & Learning Spaces Support
Contact:	Jay Smith, Manager, Classroom Support
Web address:	https://UND.edu/uit
Brief Description:	Provide classroom and learning spaces support and technical training to the instructors who utilize them.
Customers Eligible to Request Service:	Faculty, staff
Core Services Specifics:	<ul style="list-style-type: none"> • Provide technology support to general classrooms • Provide backup support for distributed IT as needed. • Report maintenance issues (other than technology) to Facilities • Provide AV equipment for checkout to faculty/staff • Provide remote support options in classrooms for emergency support.
Recharge Services:	N/A
Premium Services:	N/A

Service:	Audio and Visual Support and Procurement
Contact:	Jay Smith, Manager, Classroom Support
Web address:	https://UND.edu/uit
Brief Description:	Provide audio/visual equipment support for eligible customers.
Customers Eligible to Request Service:	Staff, faculty and students in service and primary units (with the exception for School of Medicine and Health Sciences, College of Engineering, Energy & Environmental Research Center, and John D. Odegard School of Aerospace Sciences)
Core Services Specifics:	<ul style="list-style-type: none"> • Research, recommend, procure, and install audio/visual equipment • Operate, maintain, modify, and upgrade public address and audio/visual systems • High level audio/visual troubleshooting • Setup sound systems • Assist clients/presenters with computer setup for activities • Troubleshoot and support digital signage • Create and review the documentation on systems and processes - Delivery of service: In-person, remote sessions, phone, and email - Response times: two business days • Resolution times dependent upon the nature/severity of the problem • Moderation of services is not part of the scope
Recharge Services:	N/A
Premium Services:	N/A

Service:	Service Desk/Tech Support
Contact:	Daniel Garner, Lead User Support Specialist Carl Hermanson – Student Services Lead
Web address:	https://UND.edu/uit
Brief Description:	Support via Chat, Phone, Support Tickets and email Main UND Tech Support Help Desk (701-777-2222) Monday through Thursday: 8:00 a.m. – 8:00 p.m. CST Friday: 8:00 a.m. – 4:30 p.m. CST Saturday: 12:00 p.m. - 4:00 p.m. CST Sunday: 4:00 p.m. – 8:00 p.m. CST Spring, Summer, Winter Break Hours: Monday through Friday: 8:00 a.m. – 4:30 p.m. CST
Customers Eligible to Request Service:	Faculty, staff, students, affiliates, non-credit users and prospective students
Core Services Specifics:	<ul style="list-style-type: none"> • Support to students, faculty, and staff on UND and NDUS supported systems and services including, but not limited to: Campus Connection, Blackboard, , HRMS, Finance, Office 365, YuJa, Zoom, Qualtrics, Citrix, Duo multi-factor authentication, etc. • Development of technical help guides, basic, self-service tutorials, and knowledgebase - create/maintain instructional web content, YouTube videos, knowledgebase articles, etc. • Manage username changes, migrating email to a new account, updating Duo profiles and accounts, and other identity management systems • Provide campus notifications for upcoming and critical outages and notify users of compromised accounts, reset password, unblock accounts. • Administer Office 365 accounts including: Teams, Bookings, assist with creating Microsoft resources, and troubleshooting issues • Assist with and troubleshoot network and desktop issues • Assist with student print management solution issues and order paper, supplies and request service for kiosks, MFP's, and print stations • Create and review the documentation on systems and processes • Response times: Critical issues - four business hours, other requests - eight business hours. Response time may vary depending upon service volume (example: the beginning of the semester) • Resolution times dependent upon the nature/severity of the problem • Apple and Dell Warranty Services (UND Owned & Student Owned) • Personal computer repair (Students Only) • Makerspace Services including 3D Printing • Manage checkout equipment – laptops, MIFIs, iPads (Current UND Faculty, Staff, and students)
Recharge Services:	Users pay for material costs or any needed parts on out of warranty devices.
Premium Services:	N/A

Service:	Desktop Support/Tech Support
Contact:	Stephen Miller, Lead Desktop Engineer Christopher Remme , Director, Customer Engagement & Support
Web address:	https://UND.edu/uit
Brief Description:	End-point support and management for UND owned computer equipment that meets technology standards. Includes malware removal, computer imaging, software installation, and configuration.
Customers Eligible to Request Service:	Staff & faculty
Core Services Specifics:	<ul style="list-style-type: none"> • Apple and Dell Warranty Services • Full computer support for UND owned computers less than five years old, including Apple, Dell, Microsoft, and Lenovo. Computers between five - seven years old will be assessed for feasibility of support as requests for support are received. Support may be limited for computers between five - seven years old and one - two devices are supported per user. Computers older than seven years will not be supported and must be sent to surplus. • UND owned Mobile devices (iPad, iPhone, Android, Chromebooks, etc.) will receive limited support as tertiary/supplemental devices. UIT personnel will assist in initializing the devices, connecting to Campus WIFI, and setup email in the Microsoft Outlook App. All other issues will receive good faith effort, but may be beyond the scope and capabilities of personnel to fulfill the request • Malware removal on UND owned devices • Computer imaging on UND owned devices • Software installation and configuration on UND owned devices • Setup and deploy new computer purchases for users and redeploy replaced computers • Create and review the documentation on systems and processes • Configure and manage end-points through Group Policies, SCCM, InTune, JAMF, and ITAM solutions
Recharge Services:	N/A
Premium Services:	Onsite tech support

Service:	IT Asset Management
Contact:	Joneen Iverson, Manager, IT Asset
Web address:	https://UND.edu/uit
Brief Description:	Procure equipment, surplus equipment, provide reports on UND owned devices, and make recommendations for replacements.
Customers Eligible to Request Service:	Staff & faculty
Core Services Specifics:	<ul style="list-style-type: none"> • Asset management and inventory control, including surplus • Maintain an inventory tracking solution for all university IT assets. • Work with departments to determine purchasing needs and place orders • Create and review the documentation on systems and processes • Provide an inventory report to each college/department to assist with the replacement cycle
Recharge Services:	N/A
Premium Services:	N/A

Service:	Residence Halls Help Desk
Contact:	Bryon Hills, Manager of Systems and Applications
Web address:	https://UND.edu/student-life/housing/resnet/
Brief Description:	Provide technology support for residence hall students.
Customers Eligible to Request Service:	Residence hall students
Core Services Specifics:	<ul style="list-style-type: none"> • Premium services only
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Assist residents with technical issues at ResNet Office and in residence halls • Assist residents with network troubleshooting in residence halls • Create and review the documentation on processes • Delivery of service: In-person, remote sessions, phone, email - Response times: Critical issues two hours, other requests two business days • Resolution times dependent upon the nature/severity of the problem

Service:	Streaming Services
Contact:	Jay Smith, Manager Classroom Support
Web address:	https://UND.edu/uit
Brief Description:	Provide technology support for streaming events
Customers Eligible to Request Service:	President, Vice Presidents, and Senate Chairs
Core Services Specifics:	<ul style="list-style-type: none"> • Core service limited to university wide events such as Town Halls • Coordinate with event sponsor on requirements • Provide a professional webinar experience with the UND branding and if needed, school song • Create webinar links for streaming sessions • Send personalized connection links to panelists • Add event to UND.webinar calendar • Schedule test session • Provide reports at the end of the session • Provide reports and recording links
Recharge Services:	N/A
Premium Services:	N/A

Service:	Safety & Security Services
Contact:	Bryon Hills, Manager of Systems and Applications
Web address:	https://UND.edu/uit
Brief Description:	Software administration for video surveillance for campus and liaison for emergency notifications for UND.
Customers Eligible to Request Service:	UND Campus
Core Services Specifics:	<ul style="list-style-type: none"> • Administration of campus-wide video camera surveillance system within UND network • Campus liaison for State emergency notification system • Create and review the documentation on systems and processes
Recharge Services:	N/A
Premium Services:	N/A

Service:	Server and Application Administration
Contact:	Bryon Hills, Manager of Systems and Applications
Web address:	https://UND.edu/uit
Brief Description:	Provides technology support for eligible customers.
Customers Eligible to Request Service:	MIRA Service and Primary Units
Core Services Specifics:	<ul style="list-style-type: none"> • Setup, support, maintain, and audit servers and applications • Ensure availability of systems through redundancy of data and servers • Coordinate client application upgrades • Setup and maintain specialty/security computers • Ensure system security is performed and meets industry standards • Create and review the documentation on servers and specialty applications • After hours on call support for servers and specialty applications • Delivery of service: In-person, remote sessions, phone, email <ul style="list-style-type: none"> ○ Critical issues: one hour ○ Other requests: one business day response ○ Resolution times: dependent upon nature/severity of the problem • Provide contact information to department leads for After Hours • Any additional licensing, services, or features beyond the existing agreements. Quotes will be available upon request
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Department/college specific server and application administration

Service:	Server Hosting
Contact:	Janna Kruckenberg, Director, Applications and Integration Services
Web address:	https://UND.edu/uit/
Brief Description:	Provide tiered (IaaS, PaaS, SaaS) hosting utilizing NDUS data center to support departmental servers and applications. Supported operating systems include Windows OS and RedHat Linux OS. Both virtual and physical environments available. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	MIRA Service and Primary Units
Core Services Specifics:	<ul style="list-style-type: none"> • Enterprise Solutions - UND web, UPrint • IaaS – allow UND to manage OS and application while CTS manages hardware, storage, and virtualization • PaaS – CTS installs and maintains hardware and OS software. UND installs and maintains application software • SaaS – CTS installs and maintains hardware, OS, and application software • Estimate cost for required environment • Apply best practices for UND to manage and administer services (IaaS, PaaS) • Setup environment and allocate resources • Monitor security and conduct vulnerability scanning • Backup and recovery • Server replacement • Requirement assessment for type of service • Administration and server support for High Performance Computing cluster
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Department/college specific infrastructure

Service:	Identity Access Management (IAM)
Contact:	Janna Kruckenberg, Director, Applications and Integration Services
Web address:	https://UND.edu/cio/
Brief Description:	IAM is a centralized identity management service for provisioning user accounts and synchronizing passwords and data information. IAM helps simplify and standardize user accounts, group membership and passwords by managing one user ID and password. IAM can be used to provide sign-on capability with University resources and passwords. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	Distributed IT Units
Core Services Specifics:	<ul style="list-style-type: none"> • Administration of IAM system • Account provisioning using PeopleSoft • User account services, password resents, synchronization • One-off account creation • Auditing • Change management • End-user requirements to use the service for major enhancements • Disaster recovery and backup
Recharge Services:	N/A
Premium Services:	N/A

Service:	Cybersecurity
Contact:	Chadd Damm, Information Security Officer
Web address:	https://UND.edu/cio/
Brief Description:	Implements cybersecurity best practices and conducts cybersecurity monitoring for UND centralized enterprise applications and networks. Responds to cybersecurity incidents, audit systems, develop policy procedures, support end point security for the community. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	Distributed IT Units responsible for department/colleges. Other customers include general council, FBI, and Police Departments.
Core Services Specifics:	<ul style="list-style-type: none"> • General cybersecurity monitoring • Network security – monitoring and settings • Enterprise system/application security • Address abuse complaints • Risk assessment and vulnerability scanning • Policy and procedure • Distributed cybersecurity templates, best practices • Scanning and monitoring of endpoints and other campus systems • Security incident forensic and investigation • Endpoint protection – log, audit, respond, and mitigation • Phishing and malware notifications and response • PCI Compliance in collaboration with PCI Committee • Office 365 Litigation Hold requests • Open Records email search requests • Provide policy and guidance on data privacy and protection • Cybersecurity awareness education and training
Recharge Services:	N/A
Premium Services:	N/A

Service:	Data Center
Contact:	Madhavi Marasinghe, CIO
Web address:	https://UND.edu/cio/
Brief Description:	Management of data center and facility provisions. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	IT Unit staff with CIO approval
Core Services Specifics:	<ul style="list-style-type: none"> • 24x7 day staffing and/or monitoring of data center environmental and security • Uninterruptible power supply (UPS) units with battery power backup with adequate supply for transition to generator and automatic changeover to generator • Dual 400KW (460KW peak) generators designed to support the load for all equipment power and cooling. University facilities personnel maintain fuel levels to ensure 24x7 uptime • Raised floor, climate-controlled environment separate from the building HVAC • Redundant 10G links from the campus core network to the data center in a highly redundant switch and one Gigabit link to stackable switch, along with a minimum of 1Gigabit network access per server NIC • Automated early-warning fire detection and suppression systems • Operating temperature range of 68°-75° F. with a relative humidity range of 40-55% • Standard security policy and procedures which limit access for non-data center staff • Cabinet space in CTS standard cabinets • Racking/stacking and decommission of customer equipment
Recharge Services:	N/A
Premium Services:	N/A

Service:	Web Space
Contact:	Nathan Clough, Manager, Web Applications
Web address:	https://UND.edu/uit
Brief Description:	Provide web and database space for staff, faculty, and research websites affiliated and directly related to supporting UND mission.
Customers Eligible to Request Service:	Faculty, staff, students
Core Services Specifics:	<ul style="list-style-type: none"> • Standard community web environment consists of PHP and MySQL database • Access to production environment through a web administration interface • Each user will receive 500 MB of disk space and 250 MB of database space
Recharge Services:	N/A
Premium Services:	Department specific server space (not University wide)

Service:	Web Application Administration
Contact:	Nathan Clough, Manager, Web Applications
Web address:	https://UND.edu/uit
Brief Description:	Application setup and administration for purchased and homegrown software applications.
Customers Eligible to Request Service:	Marketing & Creative Services and University wide projects
Core Services Specifics:	<ul style="list-style-type: none"> • Research and recommend solutions • Plan requirement and work with vendor and CTS to implement • Assist with usage and integrations • Monitor, update, and maintain application
Recharge Services:	N/A
Premium Services:	Department specific applications (not University wide)

Service:	Web & Application Development
Contact:	Nathan Clough, Manager, Web Applications Bryon Hills, Manager, Network and Systems Administration
Web address:	https://UND.edu/uit
Brief Description:	Custom development and maintenance of websites, applications, and databases.
Customers Eligible to Request Service:	Campus wide projects (projects that have an institutional impact) and the staff, faculty and students in service and primary units (with an exception for those who provide their own technology staff including the School of Medicine and Health Sciences, Energy & Environmental Research Center, and John D. Odegard School of Aerospace Sciences)
Core Services Specifics:	<ul style="list-style-type: none"> • Requirement gathering, scoping, research and recommend solutions • Create, templates, tools, and processes for use in content management systems or custom websites and applications • Create and maintain databases • Develop and maintain custom data-driven applications • Integrations with systems or services and create custom services • Consulting services • Project management • Provide ongoing support for databases and database applications • Develop and support interfaces to multiple systems • Create web forms using PHP and SQL • Assist in setup and maintenance of Database and Web Servers • Ensure and test security on all database systems • Create forms in the campus content management system • Create and review the documentation on applications and systems
Recharge Services:	N/A
Premium Services:	Department specific applications (not campus wide)

Service:	Network Services
Contact:	Janna Kruckenberg, Director, Applications and Integration Services
Web address:	https://UND.edu/uit/
Brief Description:	Provide stable, secured, redundant, and reliable wired and wireless network services. Services are provided in collaboration with Core Technology Services (CTS) as defined by the Service Level Agreement between UND and CTS.
Customers Eligible to Request Service:	IT staff responsible for department/college with CIO approval
Core Services Specifics:	<ul style="list-style-type: none"> • Design, plan, engineer, install and provide a physical and virtualized network with high availability and redundancy • Provide local and worldwide network access to all campus • Single central campus network with redundancy • Upgrades, maintenance, documentation of hardware, warranty status, usage patterns, evaluation of usage patterns • Provide secure VPN access to on campus resources from off campus • Assist end users with troubleshooting network issues • Plan for new buildings, expansions and cost assessments • Wired: <ul style="list-style-type: none"> ○ Minimum of 1GB wired from building to the core network ○ Academic buildings - 10GB from exterior to core ○ Non-academic buildings (most support and administrative) - 10GB to core • Wireless: <ul style="list-style-type: none"> ○ SSIDs Eduroam, UND Open, UND Guest, and UND Secured ○ Wireless access points based on standards and density
Recharge Services:	N/A
Premium Services:	<ul style="list-style-type: none"> • Residential Halls • Academic/research buildings upgrade 40GB to core

Service:	Telecommunication Cabling
Contact:	Kali Haddock, Manager, Voice Delivery
Web address:	https://UND.edu/telecommunications/
Brief Description:	Install and maintain copper and fiber-optic cabling for the campus.
Customers Eligible to Request Service:	Staff, faculty, students in residence halls
Core Services Specifics:	<ul style="list-style-type: none"> • Recharge services only
Recharge Services:	<ul style="list-style-type: none"> • Participate in campus communication improvement/upgrade reviews and provide input to best cabling solutions • Evaluate campus communication improvement/upgrade needs and provide input to best solutions • Meet with architects and engineers to review plans and drawings to ensure the best communications solution is in place • Attend new building construction meetings to ensure all communications cabling specified will meet current and future needs of the building • Install and maintain multi-paired cable in manholes • Maintain manholes • Install and maintain communications cabling in duct bank conduits
Premium Services:	N/A

Service:	Telephone System Administration
Contact:	Kali Haddock, Manager, Voice Delivery
Web address:	https://UND.edu/telecommunications/
Brief Description:	Administer telephone system for customers.
Customers Eligible to Request Service:	Staff, faculty, students in on campus housing
Core Services Specifics:	<ul style="list-style-type: none"> • Recharge services only
Recharge Services:	<ul style="list-style-type: none"> • Administer telephone, voice mail and other associated systems • Evaluate requests for services by departments and ensure their needs are met • Research and evaluate new technologies for possible enhancement to how our customers are served • Work with vendors to acquire the necessary products to fulfill customer requests • Update existing equipment and software when needed to continue expected service to customers • Provide training on telephone features and procedures
Premium Services:	N/A

Service:	Telephone Set Installation and Maintenance
Contact:	Kali Haddock, Manager, Voice Delivery
Web address:	https://UND.edu/telecommunications/
Brief Description:	Install and maintain telephone sets assigned to individuals on campus.
Customers Eligible to Request Service:	Staff, faculty, students in on campus housing
Core Services Specifics:	<ul style="list-style-type: none"> • Recharge services only
Recharge Services:	<ul style="list-style-type: none"> • Install and troubleshoot telephone services • Work with departments to determine needs then recommend services that will best serve them • Purchase systems based on the determination of customer needs • Maintain telephone inventory to include location and cabling information
Premium Services:	N/A

Service:	Software Evaluation and Procurement
Contact:	Madhavi Marasinghe, CIO
Web address:	https://UND.edu/cio/
Brief Description:	Evaluate non-standard software and electronic resource purchase requests.
Customers Eligible to Request Service:	Faculty and staff – request through the non-standard software request form
Core Services Specifics:	<ul style="list-style-type: none"> • Software and electronic service requests will be evaluated for need, consistency and fit with UND strategic goals • Participate in RFP for technical requirements • Work with procurement, legal, and purchasing office to complete a contract • If NDUS approval is needed, CIO will work with NDUS CIO to complete the approval process • Assess VPAT for accessibility and HECVAT for security
Recharge Services:	N/A
Premium Services:	N/A

Service:	Office of the CIO
Contact:	Madhavi Marasinghe, CIO
Web address:	https://UND.edu/cio/
Brief Description:	IT strategic planning, oversight of University Information Technology (UIT), vendor and contract management, large IT project management, collaboration with academic and administrative units, CTS and other IT units, NDUS and SBHE liaison for all University technology needs.
Customers Eligible to Request Service:	Faculty, staff and students
Core Services Specifics:	<ul style="list-style-type: none"> • Provide vision and strategy for the University’s information technology to advance its academic and research mission • Provides oversight to the newly formed University Information Technology (UIT) unit while providing guidance to support technology across the university • The CIO is the top liaison to North Dakota University System (NDUS) Core Technology Services (CTS) and works in collaboration with other university department/college IT units • Large scale IT project management and implementation • Vendor and contract management • Policy/procedures development and implementation
Recharge Services:	N/A
Premium Services:	N/A

Service:	Office of Records Management
Contact:	Chris Carper, Records Manager
Web address:	https://campus.und.edu/campus-services/uit/records-management/index.html
Brief Description:	Provide services related to the management of records on all mediums throughout their life cycle.
Customers Eligible to Request Service:	UND Faculty & Staff, excluding the School of Medicine and Health Sciences & UND Records Coordinators
Core Services Specifics:	<p>Develops and maintains a university records retention schedule in conjunction with NDUS and ND ITD:</p> <ul style="list-style-type: none"> • Reviews and recommends records management operations for UND departments • Assists departments with the management of active and inactive records • Works with administrators and users to migrate records to electronic content management systems • Manages the systematic disposition of records and assists departments in the completion of all documentation related to the disposition • Assists departments in the creation and implementation of standard filing systems • Coordinates university records management training programs • Collaborates with departments, stakeholders and the Office of Attorney General – UND General Counsel on the implementation, maintenance, and removal of holds • Assists departments with records management needs during any transition • Collaborates with the UND Department of Special Collections and departments to ensure historically relevant records are protected <p>Manages the UND Records Management Disposition application utilized by departments to disposition records:</p> <ul style="list-style-type: none"> • Manages the vendor relationship for shredding services and pays for expenses related to destruction services. • Trains record coordinators regarding the transfer of records for destruction or archiving. • Communicates service requests from UND departments to the vendor. • Consult with appropriate UND or NDUS IT professionals regarding opportunities to improve records management functionality or processes in a department. • Participate in meetings with departments and IT to identify the appropriate solution. • Work with the department to ensure that records functionality and disposition are applied consistently in the new solution.

Recharge Services:	N/A
Premium Services:	N/A

Service:	Project Management
Contact:	Tanya Butler, Lead IT Project Manager
Web address:	https://UND.edu/uit
Brief Description:	Provide management services for all University Information Technology (UIT) related projects.
Customers Eligible to Request Service:	UND Campus with approval from the CIO
Core Services Specifics:	<ul style="list-style-type: none"> • Facilitate the development of project charters and gain approval or assist project sponsor or initial project team with the development of the charter and approval process; conduct project kick-off meetings • Facilitate sessions to gather business requirements; review historical information such as strategic plans, project proposals, business cases, funding information, etc. • Develop and implement the project plan to include determining the scope and deliverables of the project, identifying the work required to successfully complete the project, establishing schedules, preparing a project budget and staffing plan, identifying and assessing risks and issues, and gaining acceptance of the plan • Coordinate tasks and manage overall project execution; manage project schedule for the timely completion of the project and milestones • Monitor and manage project costs so the project is completed within budget; facilitate timely and accurate project invoicing and monitor receivables for project • Manage changes to the project including cost, schedule, scope, and quality • Monitor and manage project quality so that the deliverables will satisfy the needs for which the project was undertaken • Monitor, manage and respond to risks and issues • Provide oversight of vendors, consultants, and outsourcing services to manage deliverable acceptance and ensure compliance with contracts • Perform project post-implementation activities such as soliciting feedback from stakeholders, preparing a post-implementation report, and archiving information • Indirect supervision for staff assigned to projects. This may include training plans, task assignments, and performance feedback to the direct supervisor • Administer TeamDynamix by creating/removing accounts, assisting with creating and running reports • Provide workflow and/or process improvement guidance and support

Recharge Services:	N/A
Premium Services:	N/A