

Information technology services available to the University of Minnesota community

## STUDENT, FACULTY, & STAFF SUPPORT

**Active Directory:** Centralized directory service used to manage networked computers and centralized file storage resources across the University of Minnesota

**Class Capture (Camtasia Relay):** Software-based screen capture solution used for class capture, software demonstrations, and more

**The Collaborative for Academic Technology Innovation:** OIT seeks to engage partners in projects that aim for strategic, innovative and high impact use of academic technologies, drawing on four core service areas (Consultation and Faculty Development, Technology Training, Research and Evaluation, and Usability Services), but with access to all of OIT's expertise as appropriate

**Computer Labs:** Located across the Twin Cities campus, leading-edge computer hardware, fast network connections, scanning, printing, and other services are available

**Consultation Services:** Consultations with students, faculty, and staff about how to effectively apply digital technology to meet University research, teaching, engagement, administration, and business needs

**Faculty Development Programs:** Variety of programs that support the professional growth of faculty and help them incorporate educational technologies into teaching to improve student learning

**Hardware and Service (UMart):** Web portal that markets technology products and services from select vendors at discounted prices

**iTunes U:** Partnership that provides the University a dedicated presence in Apple's iTunes U site and enables private sharing of audio and video content with the University community using Apple's iTunes software

**Media Management (Media Mill):** Online site for uploading, processing, archiving, and distributing video and audio content

**Research and Evaluation Services:** OIT designs and conducts research on the nature and effects of educational technology at the University of Minnesota, often in collaboration with faculty and other staff members

**Security Services:** Develops proactive technical and non-technical measures to help identify security risks and prevent security breaches

**Software (UTools):** Develops and administers licensed software agreements that leverage academic and volume discounts for high demand software and manages software distribution to students, faculty, and staff

**Tech Stop:** Technology help center, with locations in 101 Coffman Memorial Union and 50 Coffey Hall, providing face-to-face technology consultations, support, and training

**Technology Help:** Service desk is the first point of contact for technology help. Contact by phone, email, web, live chat, and in person (See Tech Stop)

**Technology Training:** Online and in-person learning opportunities designed to enable students, faculty, and staff to develop technology skills

**Usability Services:** Consultations with project teams to develop and conduct usability evaluations (including eye-tracking studies, accessibility reviews, terminology reviews, card sorts, and focus groups) of enterprise software applications



## COMMUNICATIONS

**Data Network:** Provides wired and wireless network services to thousands of campus locations that connect individuals and units to local network resources, the Internet, and high speed research networks

**Voice Services:** Telephone, voicemail, phone conferencing, automatic call distribution, and E911 services to thousands of locations on campus

## PRODUCTIVITY APPLICATIONS

**Back Ups:** A data protection service for server systems that stores copies of data on tape or other media. In the event of original data loss, data restoration services are available

**Enterprise Storage:** Managed storage service for critical electronic data on fast, secure, reliable, and scalable systems

**Google Apps (Gmail, Calendar, Docs, Sites, and Chat):** Partnership with Google that enables the University community to access a Google collaboration suite of services

**Online File Storage (NetFiles):** Secure, easily configurable, online file storage system for students, faculty, and staff that provides convenient access via a web browser

**Web Content Management System (UMContent):** Web content management system, which supports the design and maintenance of sophisticated websites that can be managed by less technical staff

**Web Portal (myU):** Website available to students, faculty, staff, and friends of the University that provides customizable, role-based information views to facilitate communication and collaboration

**Web Presentations (UMConnect):** Enterprise online communication and collaboration tool that enables real-time interactions via web conferences and webcasts and provides hosting for on-demand web presentations and training

**Wiki (UMWiki):** Website that promotes collaboration; users can add and edit content quickly and easily via a web browser

## BUSINESS APPLICATIONS

**Address Verification Tool:** Verifies and standardizes U.S. and Canadian addresses to improve mail deliverability and reduce costs

**Campus Solutions (PeopleSoft):** Systems that integrate and provide online reporting for admissions, registration, student finance, and financial aid processes

**Database (Oracle):** Relational database management system that offers data compression and disaster recovery functions

**Data Warehouse / UM Reports:** Centralized relational database repository and reporting system for collections of enterprise data from a variety of systems such as payroll, human resources, and student records

**Enterprise Financial System (PeopleSoft):** Systems that integrate and provide online reporting for budgeting and accounts management

**eResearch:** Electronic research database systems with web-based forms and tools to streamline business processes and facilitate compliance with external regulations

**Graduation Planner:** System-wide interactive tool students use to explore program requirements, plan course schedules, and stay on track for graduation

**Human Resource Systems (PeopleSoft):** Systems that integrate and provide online reporting for human resources management, benefits, and payroll processes

**Imaging (ImageNow):** Comprehensive imaging and document management system used to digitize, organize, store, and manage access to digital documents

**Library Automation:** Infrastructure and systems support for the University's library system

**ePortfolio:** University tool for entering, saving, organizing, viewing, and selectively sharing personal, professional, and educational records

**Online Survey Tool (UMSurvey):** Online academic survey tool available to current students, faculty, and staff that assures integrity and security of data

**Online Teaching and Learning (Moodle):** Open source course management system, used for online class delivery, group forums, internal training, and resource sharing

**Server Hosting:** Provision of virtual servers and comprehensive web service to University departments and business units—physical hosting infrastructure managed and maintained centrally; application administration and support managed by local IT units

**Student Career Tool (GoldPass II):** Application that helps students find internships and part-time work, and upon graduation, career-launching jobs; employers can find and contact groups of students for open positions

**UM Web Stats (Urchin):** Tool for analyzing and providing reports on website visitor traffic, volume, and referrals

## INFRASTRUCTURE

**Authentication Services:** Electronic verification process to substantiate a person's identity and provide credentials for accessing technology systems and services

**Computer Recycling:** Secure, environmentally-friendly disposal service for obsolete technology equipment

**Data Centers:** Secure co-location facilities with uninterrupted power supplies (battery and generator), redundant cooling, and network connectivity in which academic and business units can house critical server hardware

**Directory Services:** Applications that store and organize information about network users and resources, enable lookups of public information, and enable individuals to set passwords and activate account options

**Enterprise Document Management System:** Report delivery and archiving system used to provide standard, pre-defined (static) reports from University enterprise systems to staff desktops for viewing and printing

**System Status:** Online dashboard used to communicate the current operational status and maintenance schedules of various services and applications supported by OIT and other units

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**For more information**  
[www.oit.umn.edu/services-systems](http://www.oit.umn.edu/services-systems)