

# ITS Service Catalog


The ITS Service Catalog contains a current menu of services provided by Information Technology Services to the UWF Community and the preferred method to obtain these services.

## Definitions

<b>Expected Response Time</b>	<b>Response does not necessarily mean resolution!</b> The estimated response times for the various services indicate when you should initially hear back from ITS that your request was received. Wherever possible, however, <i>if we are unable to service the request at all</i> , we will try to get that information to you as soon as possible, so you can make other arrangements.
<b>Restricted</b>	Specific Service Desk is only accessible to a limited population

### How do I use this page?

Use the browser's find function to locate the appropriate service request form listed under the "Service Requests" column. (CTRL+F on a PC, Command+F on a Mac).

 **Fill out a new service request rather than adding new issues on closed tickets.** If you comment about a new issue on a closed ticket, we may very well miss it! You can always mention the closed ticket on the new one you submit for our reference.

## Here are the top used service desks for your convenience:

Use this link (Service Desk)	For These things...	Expected Response Time
<a href="#">General Assistance</a>	<p>Not a full list, but these categories are common:</p> <ul style="list-style-type: none"><li>• ITS Help Desk</li><li>• Google Workspace (Gmail, Calendar, Meet)</li><li>• Zoom</li><li>• ArgoApps</li><li>• Qualtrics</li><li>• Panopto</li><li>• See <a href="#">various other categories for UWF Equipment</a></li></ul>	Varies but usually expect a response within 1 - 3 business days

ITS Request	<p><i>Not a full list, but these categories are common:</i></p> <ul style="list-style-type: none"> <li>• Dynamic Forms</li> <li>• Docusign</li> <li>• Jira / Confluence</li> <li>• BDM</li> <li>• Process Automations</li> <li>• Information Navigator</li> <li>• Group Management</li> <li>• Web Apps written in-house</li> <li>• Single Sign On, Authentication</li> <li>• Server or Database Hosting</li> </ul>	Varies per category, but expect 1 - 10 business days (ITS prioritizes new requests every 10 business days)
Banner Support Request	<p><i>Banner related items such as:</i></p> <ul style="list-style-type: none"> <li>• Banner support and use</li> <li>• See <a href="#">various other categories for Banner</a></li> </ul>	Varies but usually expect a response within 3 business days (many Banner related tickets are scheduled far in advance - see <a href="#">InfoSys group</a> for more information)
Email <a href="mailto:ITSecurity@uwf.edu">ITSecurity@uwf.edu</a> OR call the ITS Help Desk at 850-474-2075	<b>Security Incident</b>	<b>ASAP</b>

# Administrative and Business

## Business Analysis, Workflow and Process Automation

This effort includes meeting with UWF departments to determine the best tools to streamline processes. Depending on the tools, ITS will aid in implementation of streamlined processes, following existing patterns for handling data, automating data retention and archiving, and the like.

Service	Service Description	Service Requests	Expected Response Time
<a href="#">Certifications and Roles</a>	System for creating and tracking UWF-centric employee certifications and user roles. Generally used to provide access to information systems or critical processes, or enable tracking of mandatory completion on SCOOP.	<a href="#">ITS Request</a>	1-10 business days
<a href="#">Dynamic Forms</a>	Web forms which generate emails and simple workflows. This service request includes the consultation and training required for building your own forms, as well as the SSO setup options, configuration, and BDM integration.	<a href="#">ITS Request</a>	1-10 business days
<a href="#">DocuSign Template development and usage</a>	Electronic signature based documents workflow and automation. This includes the consultation and training required, and the SSO setup options, configuration, and BDM integration.	<a href="#">ITS Request</a>	1-10 business days
<a href="#">Jira projects, forms and workflows</a>	UWF's centralized workflow ticketing system used in many operational workflows. This includes consultation and setup of new Jira projects to help offices track their work.	<a href="#">ITS Request</a>	1-10 business days

## Document Imaging and Management

Electronic document management services.

Service	Service Description	Service Requests	Expected Response Time
---------	---------------------	------------------	------------------------

<b>Banner Document Management (BDM)</b>	UWF's centralized document management system, which provides for manual indexing as well as indexing from other automated workflow processes. For any security issues (for new and existing users), please use the " <a href="#">Banner Access Request</a> ".	<a href="#">ITS Request</a>	1-10 business days
<b>Banner Document Retention (BDR)</b>	A sub-module within the Banner Document Management (BDM) system which provides a mechanism to mark documents for deletion either manually, using logic within BDR, or via a script developed by ITS based on defined criteria. Marked documents can then be reviewed by department owners and deleted permanently from the BDM system.	<a href="#">ITS Request</a>	1-10 business days

## Finance, Human Resources, Procurement and Student Systems

Administration and maintenance of enterprise systems (integrated or stand-alone) that support admissions, enrollment, registration, orientation, financial aid, student accounts and collections, advising, career services, financial management, human capital management and procurement.

Service	Service Description	Service Requests	Expected Response Time
<b>Banner</b>	UWF's primary enterprise resource system (ERP) encompassing student, finance, human resources and procurement. Primary "Banner Support Request" include getting support for using the system properly, addressing errors in the system, or configuration issues. For any security issues (for new and existing users), please use the "Banner Access Request".	<a href="#">Banner Support Request</a>  <a href="#">Banner Access Request</a>	1-3 business days
<b>Banner Data Updates</b>	In some cases, the data in Banner may need to be manually fixed. See <a href="#">Requesting Banner data updates at the table level using SQL</a> for details.	<a href="#">SQL Update Request</a>	1-3 business days
<b>Banner Upgrades and Patches</b>	The Banner system, comprised of many functional modules with various components within, is constantly being updated and upgraded by the vendor and therefore must be kept up-to-date for optimum performance at UWF. The <a href="#">InfoSys team</a> uses this form to request new patches and upgrades.	<a href="#">Banner Update Requests</a>	1-10 business days
<b>MyUWF</b>	ITS maintains UWF's central IT services portal. You can request a new app, a modification to an existing app, or request an app to be "featured" for a period of time. See <a href="#">MyUWF App Guidelines</a> for more information.	<a href="#">New MyUWF Apps</a>  <a href="#">MyUWF App Change</a>  <a href="#">Feature a MyUWF App</a>	1-3 business days

## Reporting and Analytics

Business Intelligence platforms, dashboards, analytic tools, transactional reporting and operational data stores. ITS staff produce on-demand reports for various campus departments in support of their business processes. The following tools are supported for report creation, and are selected depending on the audience, need, and resources available to fulfill the request. Expected response times vary widely on a case-by-case basis, depending on the ease of access to the data, approval for access to the data from the data owners, available resources, and priority of the request in supporting UWF's mission.

Service	Service Description	Service Requests	Expected Response Time
<b>Argos</b>	The Evisions Argos Enterprise Reporting Tool enables users to access Banner data. Offices who have trained staff (BAs) can typically produce their own reports and data blocks, both for themselves and their customers.	<a href="#">Report Request</a>	1-10 business days
<b>Information Navigator</b>	UWF's legacy reporting system, allowing access to web reports on-demand. (Many Information Navigator reports have been rewritten using either Argos or Tableau.)	<a href="#">ITS Request</a>	1-10 business days
<b>Tableau</b>	UWF's preferred system for reports and dashboards that can be accessed on-demand or "subscribed to" for periodic emailing. End users can customize and save views with pre-set filters.	<a href="#">Report Request</a>	1-10 business days

# Communication and Collaboration

## Collaboration

Technology-enhanced communication, coordination, and collaboration services that facilitate the creation, sharing, and exchange of information and ideas within communities of interest. Includes social media.

Service	Service Description	Service Requests	Expected Response Time
<a href="#">Google Workspace (Google Apps)</a>	<a href="#">Google Workspace</a> (formerly G Suite and Google Apps) includes chat, docs, sheets, drive, Shared Drives (GDrives) and more.	<a href="#">General Assistance</a>	1-3 business days
<a href="#">Group Management</a>	UWF's in-house developed group software - request, create, manage groups which can be used for email communications, security (role-based access), and integration with various other systems to define business groupings.	<a href="#">ITS Request</a> (for new groups) <a href="#">Access request</a> (for changing group membership)	1-3 business days

## Conferencing

Online conferencing services other than teleconferencing.

Service	Service Description	Service Requests	Expected Response Time
<a href="#">Zoom</a>	<a href="#">Zoom</a>	<a href="#">General Assistance</a>	1-3 business days
<a href="#">Google Meet</a>	<a href="#">Google Meet</a>	<a href="#">General Assistance</a>	1-3 business days

## E-Mail and Calendaring

Services associated with e-mail, calendaring, contacts, broadcast mail, enterprise-wide mailing list management, and messaging.

Service	Service Description	Service Requests	Expected Response Time
<a href="#">Google calendar locations or resources</a>	Request the creation or modification of a shared calendar resource in Google	<a href="#">Calendar Locations or Resources</a>	1-3 business days
<a href="#">Gmail, Google Calendar</a>	Request assistance in using <a href="#">Gmail</a> or <a href="#">Google Calendar</a> .	<a href="#">General Assistance</a>	1-3 business days
<a href="#">Email Authentication with Third Party Email Campaigns</a>	UWF offices sometimes use email distribution systems (such as Constant Contact, MailChip, Sendgrid, Salesforce etc...) <b>if</b> these services need to send <b>from</b> a UWF email address (the from:) then ITS must assist with the configuration to allow this feature.	<a href="#">General Assistance</a>	1-3 business days
<a href="#">Broadcast Email Communications</a>	Request access to send emails to a population of users. See <a href="#">Requesting Access to Send Broadcast Communications</a> for more information.	<a href="#">Access Request</a>	1-5 business days

## Telephony

All services associated with telephony, including voice services, teleconferencing, etc.

Service	Service Description	Service Requests	Expected Response Time
<a href="#">New line, Phone moves, and miscellaneous requests</a>	When relocating offices - See our Moving guide: <a href="#">Office Moves Checklist-ITS</a>	<a href="#">Telecomm Request</a>	1-5 business days
<a href="#">Zoom Phones License Request</a>	Request a new Zoom Phones license for a cloud-based VoIP phone solution.	<a href="#">Zoom Phones License Request</a>	1-10 business days

# Endpoint Computing

## Network Access

Provisioning of access to networks, ensuring security and appropriate authentication.

Service	Service Description	Service Requests	Expected Response Time
<b>New voice/data port installation</b>	Installation of a new wired Internet wall port - See our Moving guide: <a href="#">Office Moves Checklist-ITS</a> (we request 2 weeks lead time)	<a href="#">Telecommunications / Telephone Request</a>	Scheduled
<b>Wired network problem</b>	Activation of network port or repair of non-functioning network port	<a href="#">Wired Network Connectivity</a>	1-3 business days
<b>Wireless network problem</b>	Issues connecting new device(s) to a UWF wireless network, wireless coverage concerns, or request for an AirLab account	<a href="#">ArgoAir Connectivity</a>	1-3 business days

## Endpoint Support (Desktops, Mobile Devices, etc...)

Support for all types of endpoint devices and associated operating and application software.

Service	Service Description	Service Requests	Expected Response Time
<b>UWF-equipment: Workstations, mobile devices (such as laptops / tablets)</b>	For computer support, your department or college may be supported by <a href="#">Local Support Providers</a> . <b>You may still enter a request through our link here if your LSP is someone other than ITS, but you may want to bookmark the link for your particular LSP for quicker turn-around.</b>	<a href="#">General Assistance</a> <a href="#">Hardware Assistance</a> <a href="#">Software Installation</a> <a href="#">Printer Problem</a> <a href="#">Revamps and Setups</a>	1-3 business days
<b>Lab statistics</b>	ITS provides a standardized way for lab administrators to receive statistics for computer usage.	<a href="#">ITS Request</a>	1-3 business days
<b>Board of Trustees meeting technical support</b>	ITS provides technical support for computers during BOT meetings.	<a href="#">General Assistance</a>	Scheduled
<b>Local Admin Rights Request</b>	Under certain circumstances, depending on job requirements it may be possible for employees to receive local administrative rights to their UWF workstations or laptops.	<a href="#">Local Admin Rights Request (restricted)</a>	1-3 business days
<b>Computer hardware recommended standards and quotes</b>	ITS updates minimum standards for <a href="#">student</a> and <a href="#">employee</a> workstations on a yearly basis. ITS works with LSPs and end users to request computer quotes for UWF standardized workstations.	<a href="#">Computer quote</a>	1-2 business days
<b>Computer hard drive sanitation</b>	For electronic surplus items with local data, such as computers and laptops, ITS destroys or sanitizes disk drives to prevent data leakage.	<a href="#">Property Survey Service Desk</a>	
<b>Network Camera Request</b>	ITS takes part in a process by which cameras are assessed and approved for 'monitoring' areas for security or academic purposes. Cameras must comply with appropriate network standards.	<a href="#">Security Camera Request</a>	3-14 business days

## Software Distribution

Distribution of software and licenses via media, online methods, and license servers.

Service	Service Description	Service Requests	Expected Response Time
---------	---------------------	------------------	------------------------

<b>Lab Software Installation</b>	Install desktop software in the ArgoApps Virtual Lab ( <i>see below</i> )	<a href="#">Lab software installation</a>	3-7 business days
<b>ArgoApps</b>	ITS provides a 'work from anywhere' virtual computer lab which provides access to most of the software applications necessary for general classwork. Some software may only reside in 'specialty' labs, for more information consult the <a href="#">Campus Computer Labs</a> page.	<a href="#">General Assistance</a>	1-3 business days

# Infrastructure

ITS provides ISP services for the UWF main campus and wide area network ([WAN](#)) sites connected to the main campus. These services include telecommunications: voicemail and handsets ([Telephone Service](#)), network architecture and routing, Active Directory, IP addresses (DNS / DHCP), ArgoAir and eduroam wireless connectivity, and VPNs ([Granting VPN access](#).) Certain central intranet services are included: central storage, etc.

## Data Center

Maintenance of physical data centers, including co-location services, planning, and strategy for data center management.

Service	Service Description	Service Requests	Expected Response Time
<b>Physical System /Server Hosting</b>	ITS can, under certain limited and <b>special</b> circumstances, host your server/system in their physical Data Center	<a href="#">ITS Requests</a>	1-3 business days

## eDatabase

Includes hosting and administration of databases.

Service	Service Description	Service Requests	Expected Response Time
<b>Database Hosting</b>	ITS can, under certain limited and <b>special</b> circumstances, host an <b>on-premises</b> Microsoft SQL Server Database not already associated with an existing University system. Additional options for <b>cloud-based</b> databases may be possible by request.	<a href="#">ITS Request</a>	1-3 business days

## Middleware

Services in support of the layer between the operating system and the end-user application. This may also include the layer that connects applications.

Service	Service Description	Service Requests	Expected Response Time
<b>Account synchronization</b>  <b>Group management</b>  <b>Secure data feeds</b>  <b>Internal APIs</b>	ITS at UWF has created a set of middleware applications which facilitate the coordination, and automation of various business functions. Software which takes the output of one system and provides input to others is also captured here. These services represent critical workflows which are generally not easily defined but are fundamental for business operations.	n/a - this is an internal process	n/a

## Monitoring

Monitoring services for IT services and underpinning technology.

Service	Service Description	Service Requests	Expected Response Time

<b>System monitoring</b>	ITS uses a collection of systems to monitor, alert and analyze the health and performance of University computer-based systems.	n/a - this is an internal process	n/a
--------------------------	---	-----------------------------------	-----

## Network

Includes maintenance of infrastructure items required to offer enterprise network connectivity; does not include support for end users to access the network.

<i>Service</i>	<i>Service Description</i>	<i>Service Requests</i>	<i>Expected Response Time</i>
<b>IP Addresses</b>	Request an IP address for a server (internal only or Internet accessible) this request should originate with your Local Support Provider.	<a href="#">ITS Request</a>  <a href="#">Printer Static IP Address (restricted)</a>  <a href="#">IP Address (restricted)</a>	1-3 business days
<b>Fiber plant management</b>	Requesting assistance with or maintenance of UWF's Fiber optic network. These requests are typically associated with new buildings or renovations.	<a href="#">ITS Request</a>	1-3 business days
<b>Communications "Comm" Closet access</b>	Third party vendors may from time-to-time need access to our communications rooms across campus. To ensure the security and availability of the building network and telecommunications infrastructure, access to these rooms is closely monitored. Please contact ITS to schedule a time for vendors to gain entry to these rooms.	<a href="#">Comm Closet Access</a>	1-3 business days
<b>Network Access Control /Firewall</b>	Request modifications to an existing network access control and/or firewall configuration.	<a href="#">Wired Network Connectivity</a>  <a href="#">Network Firewall Rule Request</a>	1-14 business days

## Server Infrastructure

Provisioning, hosting, and administration of servers, physical and virtual.

<i>Service</i>	<i>Service Description</i>	<i>Service Requests</i>	<i>Expected Response Time</i>
<b>System /Server Hosting</b>	ITS can, under certain <b>special</b> circumstances, host your server/system (not already part of a University system) in their virtual infrastructure.	<a href="#">ITS Request</a>	1-5 business days
<b>Server Setup Support</b>	Request assistance setting up a departmental server	<a href="#">Server Setup Support (restricted)</a>	1-5 business days
<b>SSL Certificate</b>	Request SSL cert for service or server; assumes client or LSP has provided all necessary information for ITS to generate a certificate.	<a href="#">SSL Certificate (restricted)</a>	1-5 business days
<b>FQDN Request</b>	Assign a registered host name into DNS (Domain Name Service) to an existing server or service.	<a href="#">ITS Request</a>  <a href="#">IP Address (restricted)</a>	1-3 business days
<b>SCCM Request</b>	Various SCCM (System Center Configuration Manager) needs: apps, TSeS, collections, etc. This service is restricted to only LSPs.	<a href="#">SCCM Request (restricted)</a>	3-5 business days

## Storage

Back-end technology and services required to maintain core storage capabilities, including server storage, database backups, etc.; does not include customer-facing storage options.

Service	Service Description	Service Requests	Expected Response Time
<b>Enterprise Data Storage</b>	ITS provides an enterprise-wide data storage layer which is used for most University systems. This storage layer is optimized for resiliency and speed.	n/a - this is an internal process	n/a
<b>Departmental Data Storage</b>	Under <b>certain special</b> circumstances, ITS may employ <b>on-premises</b> data storage solutions for unique departmental situations which cannot be solved with cloud-based options.	<a href="#">ITS Request</a>	3-5 business days
<b>Google Shared Drives</b>	UWF has the ability to create 'cloud-based' shared storage for departmental and special-use cases. This request is only for LSP's and DISReps	<a href="#">Google Shared Drive (restricted)</a>	3-5 business days

# IT Professional Services

## Application Development

Tools, services, and products that support the ERP, the mainframe, mobile application development, and custom application development, including tools built into ERP and mainframe systems, as well as integration with third-party systems.

Service	Service Description	Service Requests	Expected Response Time
<b>Marina apps</b> <b>Legacy apps</b> <b>Scripting</b> <b>PL/SQL</b> <b>"JobSubs"</b>	ITS develops and maintains applications that complement the third party systems in use by UWF faculty, staff and students. This effort also includes the work involved in providing a robust application development environment, researching and utilizing modern tools and programming languages, and planning and conducting critical legacy system migrations and rewrites.	<a href="#">ITS Request</a> <a href="#">Application Assistance</a>	5-10 business days
<b>SSO (Single Sign-on)</b> <b>Data Feeds</b> <b>User / Role Analysis</b> <b>Documented procedures</b>	ITS partners with UWF departments in selecting and implementing 3rd party software to aid in streamlining processes. We meet with vendors to evaluate their ability to integrate with UWF systems for easy user account creation and management, automatic role synchronization, and data feeds both in and out of the 3rd party system.	<a href="#">ITS Request</a>	5-10 business days

## Consulting and Advising

Guidance services on how to leverage technologies and select technology solutions, including those in the cloud.

Service	Service Description	Service Requests	Expected Response Time
<b>ITS Request and IT Consultation Services</b>	ITS is available to participate and assist with business decisions regarding information technology.	<a href="#">ITS Request</a>	5-10 business days
<b>Audits</b>	Information regarding the use, maintenance and access to systems and services is required with the increasingly consistent rate of regular audits and IT audits.	n/a - this is an internal process	n/a
<b>WAN/LAN needs for leased or UWF-owned spaces</b>  <b>New construction / renovation network needs</b>	Certain ITS services are provided depending on the kind of network available. <a href="#">ITS Services by Network type</a>	<a href="#">ITS Request</a>	5-10 business days



<b>Server Assistance / Advice</b>	ITS can provide assistance with server setups and configurations, this service is restricted to clients who are authorized to deploy servers such as LSPs and certain people in technical fields.	<a href="#">ITS Request</a> <a href="#">Server Setup Support (restricted)</a>	5-10 business days
<b>ITS Help Desk</b>	This service includes the "LSP-type support" provided by the Help Desk to all ITS-supported areas, as well as phone support to all UWF faculty, staff and students for most of the systems and services we provide.	<a href="#">General Assistance</a>	1-3 business days
<b>Business process management</b>	ITS is the primary "Librarian" for the Business Process Library. This is a collection of articles within "Confluence" (the UWF documentation site). We maintain and update the document templates as well as train and certify others in proper business process documentation.	<a href="#">General Assistance</a>	1-3 business days
<b>Tech Fee requests</b>	ITS employees participate on the Tech Fee Committee, review all tech fee proposals for feasibility and coordination with LSPs, and perform the annual classroom and lab refreshes.	n/a	n/a
<b>LSP Coordination</b>	ITS partners with LSPs (Local Support Providers) to help provide technical support to all areas. Quarterly meetings give the opportunity to receive feedback on upcoming enterprise-wide technical decisions and collaborate on tools to maximize LSPs efficiency.	n/a - this is an internal process	1-3 business days
<b>InfoSys and APTT</b>	ITS coordinates with various functional areas of the institution to ensure that there is a forum for data governance and information technology decisions which impact the business.	n/a - this is an internal process	1-3 business days

## Enterprise Licensing

Negotiation, acquisition, and management of licenses for technology broadly used throughout the institution.

<i>Service</i>	<i>Service Description</i>	<i>Service Requests</i>	<i>Expected Response Time</i>
<b>ITS Contract Review</b>	ITS reviews contracts (KREQ tickets) for IT issues regarding integration, IT resources and information security.	n/a - this is an internal process	3-14 business days
<b>IT Renewals</b>	The ITS Front office handles and coordinates many renewals for enterprise software and equipment.	n/a - this is an internal process	3-14 business days

## IT Service Management

People, processes, and tools that enable service management. This is a supporting service.

<i>Service</i>	<i>Service Description</i>	<i>Service Requests</i>	<i>Expected Response Time</i>
<b>Systems Inventory</b>	ITS maintains a list of "known systems" within Confluence and performs qualitative assessment of risk per system. The inventory is categorized by system criticality and is also the basis of the <a href="#">disaster recovery and continuity of operations plans</a> .	n/a - this is an internal process	n/a

## Training

Training services for end users on IT applications and systems.

<i>Service</i>	<i>Service Description</i>	<i>Service Requests</i>	<i>Expected Response Time</i>
<b>EverFi (Foundry)</b>	ITS administers this training site which is the basis for the "Knowledge Worker Certification" as well as a training resource for various other departments (HR, Title IX)	n/a	n/a
<b>Monthly Technical training</b>	The ITS Help Desk sponsors monthly trainings on several topics. These can be found in the Professional Development Learning Library.	n/a	Scheduled through the <a href="#">Professional Development Learning Library</a> .

# Research

As UWF increases its research activities, ITS seeks to provide solutions for researchers that will allow them to conduct research activities in a safe, cost-effective manner separate from the UWF administrative network and operations.

## Research Computing

Computing and storage resources and services to support research that has specialized or highly intensive computation, storage, bandwidth, or graphics requirements.

Service	Service Description	Service Requests	Expected Response Time
<b>AWS (Amazon Web Services)</b>	ITS administers the "root" organization for AWS at UWF. Depending on the nature of the research request, ITS can suggest solutions or refer researchers to trusted partners. AWS allows for maximum flexibility while enabling researchers to adjust to any compliance requirements.	<a href="#">ITS Request</a>	3-5 business days
<b>Qualtrics</b>	ITS administers additional access of the Qualtrics system which allows researchers to collect information from sophisticated web-based questionnaires in a safe manner.	Training scheduled through <a href="#">Professional Development Learning Library</a>	n/a

# Security

ITS maintains the Information Security Plan/Program for the University. We have had to adapt quickly to the changing times, taking on new responsibilities, creating and maintaining policies and establishing new security systems and processes as well as making the business-case to the institution to properly fund and maintain these efforts. <https://confluence.uwf.edu/x/lI8Ag>

## Identity and Access Management

Services relating to authentication, access, role-based provisioning, etc.

Service	Service Description	Service Requests	Expected Response Time
<b>ArgoNet Account Management</b>	UWF has a highly integrated and automated account management layer. ITS maintains this framework of internally developed software designed to provide just-in-time access to resources. <a href="#">Account Management</a>	<a href="#">Departmental ArgoNet Account</a>  <a href="#">ArgoNet Account for Persons Not Paid by UWF</a>  <a href="#">Access request</a> (for RP/CP changes)	1-3 business days

## Secure Computing

Services that provide a secure computing environment for end users. Includes network security, system security, application security, etc.

Service	Service Description	Service Requests	Expected Response Time
<b>Endpoint workstation security standard</b>	<p>ITS has standardized on a set of security software to protect University workstations. Additional protections may be necessary depending on the risk profile of your job functions. Among the set are:</p> <ul style="list-style-type: none"><li>• <b>Cylance</b> - UWF's endpoint solution is an industry leader in Artificial Intelligence based detection and prevention of malicious software attacks.</li><li>• <b>Spirion</b> - This software scans your computer or laptop to find "Protected" information which may have been inappropriately kept or forgotten on a device.</li><li>• <b>Duo</b> - Multi-factor authentication used for administrative access to Banner. Also used for VPN access to the UWF network.</li><li>• <b>Jamf</b> - Device security policy and management and inventory software for Apple computers.</li><li>• <b>Domain Policies, SCCM</b> - ITS maintains and administers the Windows domain which manages the security policies for the majority of workstations at the University.</li><li>• <b>Full-drive encryption</b> - ITS maintains an automated process for encrypting all new computers (especially laptops), this process is employed by all ITS new computer setups and various LSPs</li></ul>	<a href="#">General Assistance</a>	1-3 business days

<b>Server security standard</b>	<p>ITS employs best practice processes to configure servers. In addition to these, the following software is used for particular areas:</p> <ul style="list-style-type: none"> <li>• <b>Insight VM</b> - Software used on our server infrastructure to alert the ITS system engineers to possible new system and network vulnerabilities.</li> <li>• <b>Ivanti</b> - System employed to patch the operating system and various softwares of a majority of our Windows-based servers.</li> </ul>	<p>n/a - this is an internal process</p> <p><i>Insight VM is also available to LSP managed servers upon request (restricted)</i></p>	3-4 business days for Insight VM requests
---------------------------------	---	--	---



## Security Consulting

Consultative services, training, education, and awareness raising.

Service	Service Description	Service Requests	Expected Response Time
<b>Computing and data security consulting.</b>	The CISO and other security engineers are available to consult, assess and recommend regarding best practices in IT security.	<a href="#">ITS Request</a>	2-10 business days
<b>Research Data Security and Compliance consulting</b>	The CISO and other security engineers are available to consult, assess and recommend regarding best practices in IT security.	<a href="#">ITS Request</a>	2-10 business days

## Security Incident Response and Investigation

Services that respond to, remediate, and seek to prevent security incidents.

Service	Service Description	Service Requests	Expected Response Time
<b>Responding to a breach, incident or investigation</b>	ITS maintains a SIRT (Security Incident Response Team) which will activate in the event of a breach or IT security incident.	Call the ITS Help Desk <b>immediately</b>  (850) 474-2075	ASAP
<b>IT Forensic investigation</b>	Under certain conditions within limited parameters, ITS may employ forensic tools to assist in an ongoing investigation.	<a href="#">General Assistance</a>	3-5 business days
<b>Phishing Defense</b>	ITS monitors phishing reports submitted in Gmail and takes the appropriate action.	<ul style="list-style-type: none"> <li>• Service Requests <ul style="list-style-type: none"> <li>◦ Open the message.</li> <li>◦ Next to Reply </li> <li>◦ click More </li> <li>◦ Click Report phishing.</li> </ul> </li> </ul>	2 -10 business days

## Security Policy and Compliance

Services relating to institutional policy or compliance guidelines and requirements. Includes support for audit processes.

Service	Service Description	Service Requests	Expected Response Time
<b>IT Security Policies</b>	The CISO maintains IT security policies and acceptable use agreements for the institution.	n/a - this is an internal process	1-3 business days
<b>IT Compliance</b>	The CISO and IT Security team manage, and provide consultation on best practices for matters of IT compliance such as, but not limited to, PCI, and FERPA.	<a href="#">ITS Request</a>	1-3 business days
<b>Phishing campaigns</b>	ITS maintains a consistent Phishing training campaign to keep employees's senses sharp against social engineering.	n/a - this is an internal process	1-3 business days

# Teaching and Learning

## Classroom Technology and Support

Services to ensure classrooms are suitably equipped and functional to meet the needs of the education experience.

Service	Service Description	Service Requests	Expected Response Time
<b>Classroom Technology Support</b>	ITS maintains the technology used in all generally scheduled academic e-classrooms. Including training and direct user support.	<a href="#">Classroom Technology</a> (Or for <b>Immediate</b> assistance, contact the ITS Help Desk at (850) 474-2075)	ASAP (During business hours)

<b>Classroom Review Board membership</b>	ITS participates in the University's Classroom Review Board to ensure consistency and standardization regarding technology.	n/a - this is an internal process	n/a
<b>e-Classroom Faculty Training</b>	ITS conducts trainings for Faculty and Staff regarding the operation of classroom technology found in <i>generally scheduled classrooms</i> .	n/a	Scheduled through the <a href="#">Professional Development Learning Library</a> . Search for "eClassroom"

## Learning Management Systems

LMS services in support of managing and sharing course materials (e.g., videos, documents, spreadsheets, etc.) and facilitating learning through collaboration.

Service	Service Description	Service Requests	Expected Response Time
<b>Canvas</b>	ITS is the primary technical administrator and maintains integration and automation of UWF's eLearning platform. Use "eLearning Special Course Activation" for activating development or special courses.	<a href="#">eLearning Incomplete Student</a> <a href="#">eLearning Special Course Activation</a> <a href="#">eLearning Continuing Education Course Administration (restricted)</a>	3-5 business days
<b>Canvas LTI review and implementation</b>	ITS is part of a review team which ensures compatibility and standardization of Learning Tools Interoperability software which may be added to Canvas. <i>New LTIs are <u>not</u> installed during an active semester when classes are in session.</i> <div>Unable to render {include} The included page could not be found.</div>	<a href="#">LTI Request Form</a>	Depends on other offices, estimated 7-14 days.

## Lecture Capture

Services for recording, storing, editing, and publishing course lectures.

Service	Service Description	Service Requests	Expected Response Time
<b>Panopto</b>	ITS administers UWF's lecture capture system. <a href="#">Panopto access and support</a> .	<a href="#">General Assistance</a>	1-3 business days

## Technology-Enhanced Spaces

Provision and maintenance of technology in specialized learning environments.

Service	Service Description	Service Requests	Expected Response Time
<b>Classroom Technology</b>	ITS participates with other UWF units in maintaining technology for <a href="#">eClassrooms (technology enhanced)</a> and <a href="#">VC Classrooms (videoconferencing capable)</a>	<a href="#">General Assistance</a> <a href="#">Classroom Technology</a> <a href="#">Classroom Technology at Emerald Coast</a>	1-5 business days

### Couldn't find what you need?

Enter a [General Assistance](#) service request, and we will route it where it needs to go. *We may need to collect more information from you, however, so please be on the lookout for the ticket response in email.*