University of Regina

Information Services

Scope of Service Description

Effective May 1, 2017

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INTRODUCTION

This document and the online Information Services (IS) Services Catalogue located at www.uregina.ca/is are intended to provide University managers with an understanding of the scope of service Information Services offers and any associated fees for providing those services.

IS is committed to providing a quality technology infrastructure and supporting service to the University that is sustainable, based on an agreed to set of standards and expectations, and that are equitably balanced to the resources made available to IS provide those services.

This description is not intended to alter the services historically provided by IS to any University unit. It is intended to form a base from which to identify and clarify expectations and understanding between University units and IS with respect to the services provided both historically and currently.

In addition, this description and the service catalogue will be updated regularly and will inform the service agreements developed between IS and other University Units.

It is important to note that for the purposes of this document the terms “University-funded”, “fully-funded”, “funded” and “assigned to” all refer to those products and services that have been acquired by or for Information Services from funds allocated to Information Services by the University through the annual budgetary allocation process. These terms do not include any product or service purchased by any other University Unit using University funds.

Although this Service Description and Service Catalogue are intended to be a comprehensive detailing of services and fees it may not be an exhaustive list. Should you identify an issue regarding a specific service you cannot locate or are unsure IS provides, please contact the Information Technology Support Centre at 4685 for assistance.
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This Service Description and the online Services Catalogue found at www.uregina.ca/is outline the services provided to all Units of the University by Information Services and any associated fees charged for these services. In specific situations the level services provided by IS may prove inadequate to meet the needs of the Unit and or Information Services. In cases such as this Information Services will create a specific Service Agreement with the Unit and then manage the delivery of service to the Service Agreements negotiated specifications. Should a Unit wish to pursue a Service Agreement with Information Services on a specific service or set of services they should contact the Information Services Director of Customer Support at www.uregina.ca/is to begin that process.

The major services provided by Information Services, and the individuals responsible for those services, fall broadly into one of five categories:

1. Communications and Infrastructure Services

   **Barrie Parker – Acting Director**

   a. **Network Services**
      **Mark Haidl – Manager**
      
      - Coordination and oversight of all network cable installation for the data, CATV and telephone networks
      - Implementation upgrades, maintenance and support for all network hardware and software allowing transfer of voice, data, video, file and print services across campus and off campus
      - 802.11 wireless service implementation, upgrade, maintenance and support allowing for the use of wireless laptops and PDAs on campus
      - Intrusion detection (such as hacking) software installation, upgrade, maintenance and support of network monitoring and firewalls
      - Desktop computer software updates for supported software on managed systems
      - Virus protection implementation, upgrade, maintenance and support
      - Centralized backup service for servers
      - Please see University policy OPS-080-005 for more information on Use of Computer and Network Systems.

   b. **Communication Services**
      **Mark Haidl – Manager**
      
      - Telephone installation, upgrade, maintenance and support for both digital and analog services connected to the on campus PBX
      - Commercial Internet and research network access implementation, upgrade, maintenance and support
Randy Laughlin – Manager

- E-mail software and service implementation, upgrade, maintenance and support
- Personal scheduling (calendaring) software and service implementation, upgrade, maintenance and support

c. Instructional & Administrative Server Support
Randy Laughlin – Manager

- Implementation, upgrade, maintenance and support of University-funded servers and associated operating systems. (Please see introduction for definition of University-funded)
- To the extent Information Services has previously agreed to support unit-funded purchases of hardware and software we will continue to do so; however all future support agreements of this nature will be in writing and approved by Information Services before taking effect.

d. Evergreen Computer Deployment Services
Art Exner – Associate Vice-President

- Evergreen computers for both academic and non-academic units including repair and replacement services, please refer to University policy OPS-080-010 for additional information on this program
- Evergreen computers for University-funded general purpose student computer labs
- Evergreen computers for University-funded smart classrooms

e. Information Security
Ryan Jesse – Manager

- Perform Information Security identification and assessment including vulnerability assessments and threat analysis
- Provide recommendations on information security standards, security best practises, or security compliance requirements for accessing, storing or using University Data.
- Provide information security assessments for new cases of university data
- Web Site and Web Application Vulnerability Scanning
- Digital Certificate Service (issuance of a digital certificates also known as SSL certificate. This will allow a web service to be offered on HTTPS which may be required by policy).
f. Research Computing Support
Barrie Parker – Manager

- Technical advice, hardware, operating system support, application support, and computer and server administration services as historically provided and as negotiated and documented in service agreements approved by both Information Services and academic unit(s).

2. Customer Support Services
Ray Konesni – Director

a. Information Technology Support Group
Lori Pelletier – Manager

- Information Technology Support Centre (ITSC) - call center and help desk support services
- Desktop Workstation Support Centre (DWSC) - personal computer, workstations, PDA support and installation, and peripheral technical support (see Appendix A for additional detail)
- Technology Learning Center (TLC) - computer training for staff and faculty

b. Printing and Photography Services
Judy Peace – Manager

- Print Services provides a full range of design, print, copy, and photographic services to university faculty, departments, students and external customers.
- Please see the online Service Catalogue at www.uregina.ca/is for additional detail on services provided and associated fees.
- Please see University policy OPS-090-005 for more information on Obtaining Printers and Related Software
- Please see University policy OPS-090-010 for more information on Obtaining Printing Services.

c. Audio Visual (AV) Services:
Leanne Sywanyk – Manager

- AV Services provides a wide range of projection, audio, film, editing, broadcast, and conferencing facilities, equipment, and technical support services.
- Please see the online Service Catalogue at www.uregina.ca/is for additional detail on service provided and associated fees.

3. Customer Application Services
Shannon England – Director
a. **Data Base Administration**  
*Peter Gervais – Manager*

- Implementation, upgrade, maintenance and support of the University’s institutional data assets stored in University-funded database repositories (i.e. Oracle).
- Reviews, evaluates and develops proposals for software and hardware upgrades to the Oracle database environment.
- Reviews, evaluates and makes recommendations for software upgrades and patches to the Banner Enterprise Resource Planning (ERP) environment.

b. **Funded Application Management**  
*Tim Apperley – Manager*

- Maintenance and support for funded in house, open source, and vendor software applications
- Application programming development as approved by the University Information Technology Steering Committee, University Web Governance Committee, Instructional Technology Advisory Group, or the General Administrative Planning Committee
- Report programming development as approved by the Office of Resource Planning, the University Information Technology Steering Committee, University Web Governance Committee, Instructional Technology Advisory Group, or the General Administrative Planning Committee.
- Please see University Policy OPS-050-030 and OPS-050-035 for more information regarding Banner Passwords and Banner System Security.

c. **Implementation Management**  
*Susan McGillivray – Manager*

- Project Management as approved by the University Information Technology Steering Committee, University Web Governance Committee, Instructional Technology Advisory Group, or the General Administrative Planning Committee
- Process Analysis as approved by the University Information Technology Steering Committee, University Web Governance Committee, Instructional Technology Advisory Group, or the General Administrative Planning Committee
- Please see University policy OPS-080-030 regarding the governance model around University Initiatives.

d. **Web Services Support**  
*Glenn Enright – Manager*
- Internet Website Support - technical support to the University Web Content Management System, templates, and conversion toolsets but not including design or content conversion and update services
- Academic and non-academic Internet website creation, maintenance, or enhancement as approved by External Relations or the University Web Governance Committee.
- Intranet Website Development & Support - includes all application portal services and web service work flow that will be developed and delivered to meet the University’s need for secured access to administrative, academic, or research services within the University
- Please see University Policy OPS-080-040 for more information regarding Website Naming, Hosting, Risks and Security.

e. Unfunded Application Management
Shannon England - Director
Art Exner – Associate Vice President

- Unfunded (vertical) applications are defined as either internally created or vendor developed and supported applications purchased by any other University Unit. Vertical applications will only be supported by IS once a Service Agreement, is signed and acknowledged by authorized representatives of IS and the Unit acquiring the vertical application.
- Information Services cannot support the functionality within a vertical application. The list of supported services IS could potentially provide for a vertical application include:
  - Hosting acquired equipment
  - Backup and restoration of the operating environment & data
  - Providing an operation environment (e.g. a virtual server and Operating system)
  - Software installation
  - Providing and supporting any required interfaces to the enterprise Banner database
  - Automated monitoring.

- The supported services provided by IS to a specific vertical application are subject to cost recovery or other charges as approved by the Vice President Administration and University Executive Team and as described in the final service agreement signed by the Unit and IS.
- The IS decision to support any particular vertical application takes into account the current and anticipated workload of IS, the operating environment of the application and it’s compatibility with the operating environments commonly in use by IS; the security of the application; and the availability and skills of IS staff to support the vertical application’s technology related requirements.
- To assist IS in making an informed determination, and to provide the greatest assistance in determining the technology related requirements of a vertical application IS should be an early participant in the Unit’s decision
making process. A request to have Information Services participate in the evaluation of a vertical application solution is initiated by completing either a Project Feasibility Initiation Request or an IS Support Center Footprints work ticket.

- Please see University Policy OPS-050-020 regarding Application Service Providers.

4. Quality Service & Assurance

**Art Exner – Associate Vice President**

a. **Quality Service**
   - **Barrie Parker – Acting Director**
   - **Ray Konesni – Director**
   - **Shannon England – Director**

   - Direct Service to Customers
     - for all support services IS provides to students, staff, faculty, and administration
   - Security of Data and Networks
     - for University-funded data and communication networks, applications, databases and related services
   - IS Business Continuance and Disaster Recovery
     - Planning, implementation, and support for University-funded services and applications
   - Change Management and Control
     - for University-funded services and applications
   - Committee Chairs, providing alignment of University priorities to the activities of Information Services
     - GASP (General Administrative Systems Planning)

b. **Quality Assurance**

   - Best Practice Development in Information Services Workflow
   - Information Technology Risk Management
   - Information Technology Policy Development
   - Information Services Process and Practice, Quality Assurance and Compliance Audits

5. Planning and Administration

**Art Exner - Associate Vice President**

a. **IS Administrative Services**
   - **Leanne Sywanyk – Manager**

   - Information Services Budget Development and Expenditure Control
   - Information Services Staff Management and Development
• Information Services Inventory Parts Management and Control
• Information Services Invoicing

FULLY-FUNDED SERVICES PROVIDED THROUGH INFORMATION SERVICES

Fully-funded services are those services for which Information Services receives a University budget allocation in order to provide the service at no charge. Fully-funded services are directly related to the overall operation and maintenance of University funded networks, hardware, applications, and related services. Please refer to the online Services Catalogue for additional detail on fully funded services provided at no cost by IS.

UNFUNDED CHARGEABLE SERVICES PROVIDED THROUGH INFORMATION SERVICES

An unfunded chargeable service is any service provided by Information Services that does not have a University budget allocation with which to provide the service at no charge. These services are typically requested or required by University Units as needed additions or modifications to the existing University-funded services, hardware, applications, or communications infrastructure.

Services that are not funded by the University through the Information Services operating and capital budgets are deemed to be initiatives of University customers and these services will be billed on a cost-recovery basis. Certain consumables are also billed to the customer to reduce abuse. Please see the IS online Services Catalogue for additional detail on unfunded services and their associated fees at www.uregina.ca/is.

SERVICES NOT CURRENTLY AVAILABLE

Information Services does not provide the following services:

• Application functionality testing on behalf of an academic or non-academic unit to provide assurance of, or a guarantee of an application’s fit to purpose, functionality, suitability for purchase, use, or upgrade
• Asset management, tracking, or control of computers and related peripherals housed within academic or non-academic units
• Salvage management of any non-evergreen computer equipment
• Management, control, and security of any data stored locally within academic and non-academic units where IS has not formally accepted responsibility in writing.
• Content management for any academic or non-academic unit website.
• License management and renewals of non-University-funded software.
The provision of any support for software or hardware identified by Information Services as unsupported. Please see University Policy OPS-080-015 for additional information on supported hardware and software.

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