



Washington University in St. Louis

INFORMATION SERVICES & TECHNOLOGY

IS&T Service Catalog

About IS&T

Information Services and Technology (IS&T) seeks to improve University and School operations with technology that supports efficient administrative processes and a stable, secure infrastructure. IS&T also seeks to achieve greater economies of scale through the use of shared technologies.

About Customer Services and Shared Technologies

Customer Services and Shared Technologies is a department within IS&T that seeks to establish common technologies and services for use across Washington University that result in 100% customer satisfaction. Customer Services and Shared Technologies is responsible for maintaining the IS&T Service Catalog. If you have questions regarding this catalog or suggestions for how to improve the catalog, please contact Rick Tyler, Director of Customer Services and Shared Technologies at ret1@wustl.edu or (314) 935-5301.

About the IS&T Service Catalog

Technology services are provided to University faculty, students and staff via a distributed model in which some services are offered and supported by the central IT department (IS&T) and other services are offered and supported by local School and department IT support teams.

This IS&T Service Catalog contains an alphabetical list of common services used by our customers. In addition to this list of services, there is a secondary listing of services found under the section "Technology Services by Constituent Type". This secondary list references websites around campus that provide common technology services to faculty, students and staff.

Please use the following navigation to view details regarding each technology service:

Navigation

Alphabetical List of Technology Services (these services are provided by IS&T)

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Technology Services by Constituent Type (these services are provided by other departments & IS&T)

[Faculty](#)
[Students](#)
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Application Development

Description

IS&T Application Development works with the University's academic, research and administrative business units to understand business processes and facilitate the application of technology solutions as appropriate. The services range from evaluation, selection and implementation of vendor solutions to custom software development. In every case, this group uses standards-based processes that include project management, requirements analysis, design, programming, testing, implementation, training and ongoing support.

Fees

Application development project fees vary based on the complexity of implementing the proposed idea.

Request Service

To request an initial meeting to review your application development project, please contact Denise Hirschbeck, Asst. VC, University Admin Computing at 935-5320 or dhirschbeck@wustl.edu

Get Support

Support for application development projects will be established once requirements are gathered and a project plan is in place.

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Consulting Services

Description

When our customers get an idea for an innovative use of technology, they may not be sure how to make that idea real. We maintain a professional network of on/off campus technology resources that can assist you in turning your technological innovation into reality.

Fees

Consulting fees vary based on the complexity of idea to be implemented. Some ideas can be achieved via student workers, while other innovations require the engagement of technology firms.

Request Service

To request an initial meeting with a business analyst, please contact Rick Tyler, Director of Customer Services & Shared Technologies at 935-5301 or ret1@wustl.edu

Get Support

Support for consulting services will be established once requirements are gathered and a project plan is in place.

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Desktop Support

Description

Our desktop support bundle is comprised of the following services (listed in alphabetical order):

Desktop Support Services	
Asset Inventory	Maintain detailed department-level technology asset inventory
Customer Support	Desk-side and phone/email resolution of hardware/software issues
Image Management	Maintain standard computer image based on client specifications
OS/APP/Virus Patch	Apply OS, Application and virus updates utilizing client supplied tools
Peripheral Support	Support of printers, hand-held devices, scanners, and other external devices
Server Support	Purchase, install, configure and maintain application, file and printer servers
System Deployment	Purchase, install, configure and maintain computer equipment
Technical Advisor	Assist client with locating technology support resources on/off campus
User Account Creation	Create and maintain user login account to computer/network/mailbox

Fees

Desktop support fees are based on a per computer support model. The current fee structure is \$535.55 per computer billed on an annual basis at the start of the contract and at the start of each subsequent fiscal year.

Request Service

To request desktop support services, please contact Greg Fosdick, Manager of Technical Services, at 935-9843 or FOSDICKG@wustl.edu

Get Support

To request support for desktop services, please contact the Solutions Center at 935-8200 or istsc@wustl.edu .

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Digital Signage

Description

Digital Signage is a term used to classify the technology in place for displaying digital content of interest to students, faculty, staff, and visitors in buildings around campus. Most digital signage is placed at points of entry or activity (like cafes, lounges, and other high traffic areas) within Schools, residential halls, or common areas.

Fees

Digital signage fees vary based on the complexity of the content to be displayed, the desired resolution of the image/video, and the area of coverage within the building. Digital signage projects can range from a simple project consisting of a low-resolution display with non-interactive content, to a complex project comprised of multiple high-resolution screens that display text, real-time weather, and video updates throughout the building.

Request Service

To request a digital signage quote, please contact Matt Arthur, Director of Media Services, at 935-3899 or arthur@wustl.edu.

Get Support

Support for digital signage will be addressed once requirements are gathered and a project plan is established.

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Email

Description

We provide email for Central Fiscal Unit (CFU) departments and for most undergraduate and graduate students at Washington University in St. Louis.

CFU departments can access email via Outlook 2007, Outlook 2010, Outlook 2011 (on Macintosh computers), or Outlook Web App (OWA) via most web browsers. Email storage is limited to 10 gigabytes (which is to about 1 million 1.5 page emails or 640,000 nine page word documents).

Students can access email and get support as outlined on this website: go.wustl.edu.

Fees

CFU department email fees are based on a per mailbox support model plus used storage space. The current fee structure is \$15 per mailbox per month for all mailboxes that stay under 10 gigabytes. For mailboxes set to exceed 10 gigabytes, an additional fee will be charged on a quarterly basis. Billing questions can be directed to Marsha Koch, Director of Administration, at 935-7251 or marshakoch@wustl.edu.

Request Service

When CFU Departments request a new email account, they must provide the following information for the new employee account:

Staff member's name
Employee ID
Department ID to bill

New email accounts can take up to 2 business days to establish. To request email services, please contact the Solutions Center at 935-8200 or istsc@wustl.edu.

Get Support

CFU Departments may request support for email services by contacting the Solutions Center at 935-8200 or istsc@wustl.edu.

Students can access email and get support as outlined by this website: go.wustl.edu.

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Email Campaigns

Description

Email campaigns are used by Schools and departments to send targeted email content that is of interest to their constituents. Email campaigns are best suited to email content that must be sent to a constituent base that exceeds 100 individuals or requires mail merge and tracking capabilities.

Fees

Authorized Schools and CFU departments may use our email campaign service (ListServ Maestro) for free. However, all email campaigns must include an unsubscribe link that allows recipients to unsubscribe from lists AND emails that are bounced back must be removed after 3 repeated bounces. Additional information regarding list management can be found at http://www.mail-abuse.com/an_listmgntgdlines.html.

Request Service

To request use of ListServ Maestro, please contact Rick Tyler, Director of Customer Services & Shared Technologies at 935-5301 or ret1@wustl.edu.

Get Support

To request support for ListServ Maestro, please contact the Solutions Center at 935-8200 or istsc@wustl.edu.

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Help Desks

Description

The following table lists help desks around Washington University in alphabetical order by School, Department or System. If you do not see a help desk for which you are looking, please go ahead and contact one of the help desks below and ask for assistance. Staff at one of these help desks will be able to assist you in locating the correct resource.

Help Desks Around Washington University by School, Department or System

Department Name	Help Desk Phone	Help Desk Website
Administrative Information Systems	(314) 935-5707	aishelp.wustl.edu
Art and Architecture	(314) 935-9290	art.wustl.edu/faculty_staff_resources
Arts and Sciences	(314) 935-8077	computing.artsci.wustl.edu/technical-support
Business	(314) 935-5774	www.olin.wustl.edu/computing/resources
Engineering	(314) 935-5097	eit.engineering.wustl.edu/oncall.asp
Law	(314) 935-6476	law.wustl.edu/computerservices
Library	(314) 935-5410	library.wustl.edu/units/ref/helpdesk.html
HRMS	(314) 935-5707	hrms.wustl.edu
Medicine	(314) 362-7798	mscits.wustl.edu
Network Services and Support	(314) 935-7048	nss.wustl.edu
Social Work	(314) 935-4078	insidebrown.wustl.edu
Solutions Center	(314) 935-8200	lstcsst.wustl.edu
Software Licensing	(314) 935-8524	sl.wustl.edu/staff.php
Student Technology Services	(314) 935-7100	sts.wustl.edu/index.php/Contact-the-Help-Desk.html
Telephone Services	(314) 935-5005	

(Last Updated on November 2011)

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Identity Management

Description

In January 2008, Washington University in St. Louis launched a University-wide identity management initiative called WUSTL Key to develop a common ID and password that could be used by students, faculty, and staff to access University information systems.

Fees

There are no fees to use WUSTL Key as the authentication mechanism for an information system.

Request Service

Any School or department can request that their information systems be configured to use WUSTL Key so that their customers do not have to remember a variety of username/password combinations. To request that your information system be configured to use the WUSTL Key system, please contact Dan Zweifel, Director of Shared Technologies, at 935-8714 or danz@wustl.edu.

Get Support

Support for WUSTL Key password resets and answers to other frequently asked questions can be found at the following website: <http://connecthelp.wustl.edu/Pages/GettingStarted.aspx>

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Mobile Computing

Description

Mobile Computing is a term used to classify technology which allows customers to access data, media, applications and the internet via a portable electronic device. We support the following mobile computing technology (listed in alphabetical order).

Service	Service Description
Laptops	Laptops are still the best mobile computing platform for customers seeking to replace all the functionality and reliability of a desktop computer. Though not as small as tablet devices, laptops can be purchased in very small and light-weight configurations.
Smart Phones	Most customers purchase smart phones that run BlackBerry, iPhone or Android operating systems. Smart phones can be configured to receive email, review appointments and create/edit contact lists. University purchased smart phones will be supported for any CFU department who maintains an email support contract. Smart phones that are not purchased by the University, but approved for use in accessing department email, will be supported on a limited basis.
Tablets	Tablet devices allow a customer to interact with data, media, applications and the internet via a touch screen device that averages 7 x 9 inches (just smaller than a standard printer page). Tablets are typically lighter than laptops, have longer battery life, and are best suited for note taking, emailing, and running light web applications. Examples of common tablet devices include the iPad, Samsung Galaxy, and Blackberry Playbook.

Fees

Laptops - University purchased laptops are supported for Central Fiscal Unit (CFU) departments who maintain an email support contract. The current fee structure is \$535.55 per laptop billed on an annual basis at the start of the contract and at the start of each subsequent fiscal year.

Smart Phones - University purchased smart phones are supported for CFU departments who maintain an email support contract. Smart phone software setup and annual renewal fees will be billed to CFU departments on an annual basis. Please contact Rick Tyler, Director of Customer/Shared services for more information regarding this fee.

Tablets - University purchased tablets are supported for CFU departments who maintain a desktop support contract. CFU departments will be required to purchase a 3 year vendor maintenance plan when the tablet is purchased. This plan will ensure that the tablets can be serviced in a timely manner.

Request Service

To request mobile computing services, please contact Greg Fosdick, our Manager of Technical Services, at 935-9843 or FOSDICKG@wustl.edu.

Get Support

To request support for mobile computing services, please contact the Solutions Center at 935-8200 or istsc@wustl.edu.

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Network Services

Description

IS&T provides a variety of networking services for the University. The following is a list of some of the networking services offered:

Cable Standards	Core Networking Services
Firewall Services	Installation and Repair Services
Internet and Internet 2 Access	IP Address, DHCP and DNS Management
Mail Routing	Network Consulting Service
New Construction & Renovation Technology Consulting	Radius Services
Security Assessment, Monitoring and Response	Security Loops
SPAM Filtering	University Services Network
VPN Services	Wireless Services

Fees

Networking Services fees vary based on the type of service requested.

Request Service

Please contact Craig Hager, Director of Infrastructure and Operations, at 935-5009 or craighager@wustl.edu to request a networking service.

Get Support

To request support for networking services, please contact the Network Operations Center at 935-7048 or noc@wustl.edu. You can also visit the Network Services website at nss.wustl.edu to submit a service request.

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Print Management

Description

In 2009, Washington University in St. Louis established a print management initiative to allow students, faculty, and staff to print to any network printer in common areas and computer labs across the campus. This process resulted in establishing a print management system called PaperCut. The PaperCut print management system allows students, faculty, and staff to print to any network printer integrated with the PaperCut system by simply swiping their University ID at a print release station. This process allows students, faculty, and staff to review their print queue before printing, which saves on paper since incorrect print jobs can be deleted. The PaperCut system is currently in use at every major computer lab and Residence Hall on the Danforth Campus of Washington University in St. Louis.

Fees

Printing fees from August 2011 -- June 2012 are as follows:

Black and white:

\$ 0.04 for one-sided sheet

\$ 0.06 for two-sided sheet (\$ 0.03 per side)

Color:

\$ 0.25 for one-sided sheet

\$ 0.40 for two-sided sheet (\$ 0.20 per side)

Request Service

Use of the PaperCut print management system is automatically enabled for all students, faculty, and staff. Computer lab managers that want to integrate their printers with the PaperCut system should contact Dan Zweifel, Director of Shared Technologies, at 935-8714 or danz@wustl.edu.

Get Support

Customer support for the PaperCut system is provided by School and department technology support teams. Please contact your School's or department's technology help desk if you have a support question regarding PaperCut. The list of School IT help desks can be found at this link: [School IT Help Desks](#).

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Process Mapping

Description

Process mapping is a practice used by business analysts to ensure a customer's business processes are fully understood before designing an information technology solution. Process mapping utilizes the techniques of flowcharting, modeling and role definition to produce process maps that help customers and project teams visually understand how an organization currently conducts essential business. These process maps can then be reviewed to identify areas for improvement and automation.

Fees

Process mapping fees are typically included in project plans. However, departments may request a process map before a project is initiated. In these cases, an outside vendor will be employed to conduct the process mapping exercise. Vendor fees are established by the vendor based on the complexity of the request.

Request Service

To request a process map before a project is initiated, please contact Rick Tyler, Director of Customer/Shared Services, at 935-5301 or ret1@wustl.edu.

Get Support

Not applicable to this service.

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Server Virtualization

Description

Server Virtualization reduces a school's or department's overall operating costs by allowing multiple servers to share the same physical hardware. This effective use of server assets saves the University money by avoiding redundant fees associated with implementing and maintaining separate physical servers. IS&T's server virtualization offering is called VaaS (Virtualization as a Service).

VaaS runs in the University's West Campus data center on enterprise-class servers and a storage-area network utilizing a multi-node VMWare vSphere cluster configuration. Server processor cores are shared with up to 2 vCPUs per core to improve utilization; RAM and storage are not over-allocated. Other benefits of the VaaS environment include:

- Secure remote access to virtual servers to allow clients full administrative capabilities.
- High availability that allows movement of the client's servers from one host to another in the event of a host failure or to provide resiliency if multiple servers are needed.
- Support staff ready to answer your questions or involve the right people to resolve any VaaS issues.
- It's **Green!** Save on power, space and cooling. With VaaS, departments no longer utilize their physical location, which also saves hardware costs and reduces the university's carbon footprint.
- Standard virtual server requests are usually fulfilled within 10 business days.

Fees

Item	Description	Cost per month
Basic Server	1 vCPU, 4GB RAM, 50GB Storage	\$45
Additional resources can be added at the following prices		
vCPU	vCPU	\$17
Memory	1GB	\$1
Disk	per additional 50GB	\$15
Backup	Hosted backup solution (per 50GB)	\$10

Request Service

To request use of VaaS, please contact Dan Zweifel, Director of Shared Technologies, at 935-8714 or danz@wustl.edu.

Get Support

Support for VaaS will be addressed once requirements are gathered.

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Software Licensing

Description

The University manages a volume software licensing program which enables Schools, departments, faculty and staff to purchase select software at a volume discount. The Software Licensing website provides product, pricing and ordering information for a variety of commonly used software applications.

Please use the following link for more information:

[Software Licensing Website](#)

(This website requires you to be on the University Network or connected by VPN.)

Fee

Please review the Software Licensing website for details regarding software pricing.

Request Service

To purchase software, please visit the Software Licensing website at sl.wustl.edu or contact Software Licensing at 935-9128 or WU_SoftwareLicensing@wumail.wustl.edu .

Get Support

For support, contact Software Licensing at 935-9128 or WU_SoftwareLicensing@wumail.wustl.edu .

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Special Projects

Description

Our customers have technology requests that do not always fit neatly into one of our established core services. We support these special requests by meeting with the customer to gathering requirements to identify if we are best suited to assist the customer in reaching their goal. If we are, then a project plan will be established. If not, then we will work with the customer to identify vendors who are better suited to meet the request.

Fee

Special project fees vary depending on the complexity of the request. Some requests can be met via student workers, while others require engaging consultants.

Request Service

To request an initial meeting with a business analyst, please contact Rick Tyler, Director of Customer/Shared Services at 935-5301 or ret1@wustl.edu.

Get Support

Support for special projects will be addressed once requirements are gathered and a project plan established.

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Student Technology Services

Description

IT departments across campus offer a variety of technology services for students. To find out more about the type of technology services offered by your IT department, please contact your School's or department's IT help desk (listed below in alphabetical order).

Note – Students living on campus should contact Student Technology Services at 935-7100 or sts.wustl.edu for support of technology in their residential area.

School Name	Help Desk Phone	Help Desk Website
Art and Architecture	(314) 935-9290	art.wustl.edu/faculty_staff_resources
Arts and Sciences	(314) 935-8077	computing.artsci.wustl.edu/technical-support
Business	(314) 935-5774	www.olin.wustl.edu/computing/resources
Engineering	(314) 935-5097	eit.engineering.wustl.edu/oncall.asp
Law	(314) 935-6476	law.wustl.edu/computerservices
Library	(314) 935-5410	library.wustl.edu/askus.html
Medicine	(314) 362-7798	mscits.wustl.edu
Social Work	(314) 935-4078	insidebrown.wustl.edu

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Systems and Procedures

Description

Systems and Procedures (S&P) is a University help desk established for customer support, training, and password resets for the following University systems:

AIS	HRMS	Marketplace	RAPS	RAS	WUSTL Key
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Please click each of the above system names to be taken to their respective websites for additional information.

Fees

Not applicable to this service.

Request Service

Systems and Procedures is staffed with fulltime customer service representatives who are available to assist you Monday through Friday from 8:30AM to 5:00PM.

Get Support

You can reach Systems and Procedures by calling 935-5707.

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Telephone Services

The University manages telephone services via two separate departments; one for the Danforth campus and another for the Medical campus. Both departments offer a variety of telephone services to include phones, voicemail, caller ID, conference call services, and automated call distribution systems. Please contact one of the telephone services departments listed below for more information:

Danforth Campus Telephone Services - 935-5005

Medical Campus Telephone Services - 362-2888

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Training

Description

We offer training for University administrative systems like ADIS, AIS, HRMS and Marketplace. A list of training schedules for University administrative systems can be found by clicking [HERE](#).

We also offer training for common desktop applications via an online service called Lynda.com. You can review for free 2-3 of the training modules for any of the online Lynda.com courses by visiting their website at www.Lynda.com.

Fees

There are no fees for our training courses. However, all training is limited to approved University staff.

Request Service

To request training for University administrative systems, click [HERE](#).

University staff may request use of a Lynda.com training account by contacting Software Licensing at 935-9128 or WU_SoftwareLicensing@wumail.wustl.edu.

Get Support

Not applicable to this service.

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Other Services

If you are looking for a technology service that you cannot find in this Service Catalog or have ideas for additional technology services that you feel could benefit the Washington University community, please contact Rick Tyler, Director of Customer Services & Shared Technologies at 935-5301 or ret1@wustl.edu .

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Faculty Technology Services

Technology services are provided to University faculty via a distributed model in which some services are offered and supported by the central IT department (IS&T) and other services are offered and supported by local School and department IT support teams.

This page is meant to act as a link to technology services around campus that are commonly used by faculty. After selecting a service listed below, you will be taken to a web page that will describe the service and, when appropriate, list various IT support teams that provide support to faculty for the service listed.

Blackboard	SIS
Campus Card	Software Licensing
Computer Support	Telephone Services
Consulting Services	Telesis
Email	Video Conferencing
HRMS	Web Services
Library Services	WebFAC
Printing	

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Student Technology Services

Technology services are provided to University students via a distributed model in which some services are offered and supported by the central IT department (IS&T) and other services are offered and supported by local School and department IT support teams.

This page is meant to act as a link to technology services around campus that are commonly used by students. After selecting a service listed below, you will be taken to a sub-page that will describe the service and, when appropriate, list various IT support teams that provide support to students for the service listed.

Blackboard	Printing
Campus Card	Software and Gadgets
Computer Support	Telephone Services
Email	Telesis / WebSTAC
Library Services	WUSTL Key

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Staff Technology Services

Technology services are provided to University staff via a distributed model in which some services are offered and supported by the central IT department (IS&T) and other services are offered and supported by local School and department IT support teams.

This page is meant to act as a reference to technology services commonly used by Central Fiscal Unit (CFU) staff at the Danforth, North, or West campuses who are not assigned to a School. Staff assigned to Schools will need to contact their School's IT help desk for information regarding their School's technology services. The list of School IT help desks can be found at this link: [School IT Help Desks](#).

Please select a service listed below to find a description of the service, how to acquire the service, and who to contact for support.

AIS	Software Licensing
Campus Card	Systems and Procedures
Desktop Support	Telephone Services
Email	Training
HRMS	Video Conferencing
Mobile Computing	WUSTL Key

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End of IS&T Catalog

Customer Services and Shared Technologies is responsible for maintaining the IS&T Service Catalog. If you have questions regarding this catalog or suggestions for how to improve the catalog, please contact Rick Tyler, Director of Customer Services and Shared Technologies at ret1@wustl.edu or (314) 935-5301.

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