



University of Regina

Information Services

Scope of Service Description

Effective May 1, 2023

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INTRODUCTION

This document and the Information Services (IS) web site located at www.uregina.ca/is and <https://ursource.uregina.ca/index.html> 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.

MAJOR SERVICE CATEGORIES AND RESPONSIBILITIES

This Service Description and the Information Services web site 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 Client Services 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

MARK HAIDL - DIRECTOR

<ul style="list-style-type: none"> ▪ Network and Communications Services – Drew Baldock, Manager
<ul style="list-style-type: none"> ▪ Coordination and oversight of all network cable installation for the data, CATV and telephone networks.
<ul style="list-style-type: none"> ▪ Implementation upgrades, maintenance and support for all network hardware and software allowing transfer of voice, data, video, and print services across campus and off campus.
<ul style="list-style-type: none"> ▪ 802.11 wireless service implementation, upgrade, maintenance and support allowing for the use of wireless laptops and PDAs on campus.
<ul style="list-style-type: none"> ▪ Installation, upgrade, maintenance and support of network monitoring and firewalls.
<ul style="list-style-type: none"> ▪ Please see University policy OPS-080-005 for more information on Use of Computer and Network Systems.
<ul style="list-style-type: none"> ▪ Telephone installation, upgrade, maintenance and support for both digital and analog services connected to the on campus PBX.
<ul style="list-style-type: none"> ▪ 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).
<ul style="list-style-type: none"> ▪ File and Deployment Services – Mohamed Abouelela, Manager
<ul style="list-style-type: none"> ▪ Network drives for general file storage with access restricted by position number or username.
<ul style="list-style-type: none"> ▪ FILR personal file storage service including access to network drives.
<ul style="list-style-type: none"> ▪ Server and Network drive Backups.
<ul style="list-style-type: none"> ▪ Lab and smart classroom PC management.
<ul style="list-style-type: none"> ▪ Desktop computer software updates for supported software on managed systems.
<ul style="list-style-type: none"> ▪ Instructional and Administrative Server Support – Max Ivanov
<ul style="list-style-type: none"> ▪ Implementation, upgrade, maintenance and support of University-funded servers and associated operating systems. (Please see introduction for definition of University-funded).
<ul style="list-style-type: none"> ▪ E-mail software and service implementation, upgrade, maintenance and support.

<ul style="list-style-type: none"> ▪ Instructional and Administrative Server Support – Max Ivanov

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| <ul style="list-style-type: none"> ▪ Personal scheduling (calendar) software and service implementation, upgrade, maintenance and support. |
| <ul style="list-style-type: none"> ▪ 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. |

<ul style="list-style-type: none"> ▪ Evergreen Computer Deployment Services – Lori Pelletier, Manager

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| <ul style="list-style-type: none"> ▪ 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. |
| <ul style="list-style-type: none"> ▪ Evergreen computers for University-funded general-purpose student computer labs. |
| <ul style="list-style-type: none"> ▪ Evergreen computers for University-funded smart classrooms. |

2. CLIENT SERVICES

RAY KONECSNI - DIRECTOR

<ul style="list-style-type: none"> ▪ Information Technology Support Centre – Laura Tataryn, Manager

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| <ul style="list-style-type: none"> ▪ The ITSC is the first line of support on campus for all Information Services hardware, software and service related questions and problems. The ITSC handles all technology and IS service related inquires and questions, basic computer support and initial trouble shooting, incident and service request recording, tracking and escalation, call follow-up and progress reporting for students, faculty, staff and visitors. |
| <ul style="list-style-type: none"> ▪ In addition, the IT Support Centre provides main switchboard operations to the University of Regina, directing inquiries or calls accordingly. |

<ul style="list-style-type: none"> ▪ Technology Training and Support – Laura Tataryn, Manager

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| <ul style="list-style-type: none"> ▪ Training and software support for University faculty and employees is provided on supported applications through the Technology Training and Support team. There is a monthly schedule of courses, online resources, and weekly drop-in sessions for one-on-one assistance with computer software needs |
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<ul style="list-style-type: none"> ▪ Desktop Workstation Support – Terry Meachem, Manager

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| <p>Desktop Workstation Support is the second line of support on campus specifically for hardware and software incidents and service requests.</p> <ul style="list-style-type: none"> ▪ (see Appendix A for additional detail). |
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<ul style="list-style-type: none"> ▪ Classroom Technology and Event Support – Steve Ziemer, Manager

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| <ul style="list-style-type: none"> ▪ The Classroom Technology and Event Support team provides classroom, event and audio visual technology support to the University of Regina. The CTES Team receives input on their mandate from the Governance Committee for Academic Technologies (GCAT), the Classroom Technology Review Group as well as collaboration from the Classroom Experience Working Group.. |
| <ul style="list-style-type: none"> ▪ Please see the online Service Catalogue at https://ursource.uregina.ca/is/services/ctes/index.html for additional detail on services |

<ul style="list-style-type: none"> ▪ Classroom Technology and Event Support – Steve Ziemer, Manager

<p>provided and associated fees can be found here:</p>
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<p>https://www.uregina.ca/is/ctes/equipment-room/fees.html.</p>

<ul style="list-style-type: none"> ▪ Printing Services – Judy Peace, Manager
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<ul style="list-style-type: none"> ▪ Print Services provides a full range of design, print, copy, and photographic services to university faculty, departments, students and external customers. Please see University policy OPS-090-010 for more information on Obtaining Printing Services.

<ul style="list-style-type: none"> ▪ Printing Services provides departmental multi-function device needs assessment and provision through the Print Optimization Program. Please see University policy OPS-090-005 for more information on Obtaining Printers and Related Software

<ul style="list-style-type: none"> ▪ Photography Services – Judy Peace, Manager

<ul style="list-style-type: none"> ▪ Photography Services provides a full range of photographic services to university faculty, departments, students and external customers.
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<ul style="list-style-type: none"> ▪ Photography Services photographs are available for sale or use through UR Imagestock image library.

3. CUSTOMER APPLICATION SERVICES

SHANNON ENGLAND - DIRECTOR

<ul style="list-style-type: none"> ▪ Database Administration – Peter Gervais, Manager

<ul style="list-style-type: none"> ▪ Implementation, upgrade, maintenance and support of the University's institutional data assets stored in University-funded database repositories (i.e. Oracle).

<ul style="list-style-type: none"> ▪ Reviews, evaluates and develops proposals for software and hardware upgrades to the Oracle database environment.
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<ul style="list-style-type: none"> ▪ Reviews, evaluates and makes recommendations for software upgrades and patches to the Banner Enterprise Resource Planning (ERP) environment.
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<ul style="list-style-type: none"> ▪ Applications and Data Services – Glenn Enright, Manager
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<ul style="list-style-type: none"> ▪ Maintenance and support for funded in house, open source, and vendor software applications.

<ul style="list-style-type: none"> ▪ Application programming development as approved by the University Information Technology Steering Committee (UITSC), University Web Governance Committee (UWGC), or the General Administrative Systems Planning Committee (GASP).

<ul style="list-style-type: none"> ▪ Report programming development as approved by the Office of Institutional Research, the UITSC, UWGC, or GASP.

<ul style="list-style-type: none"> ▪ Please see University Policy OPS-050-030 and OPS-050-035 for more information regarding Banner Passwords and Banner System Security.
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<ul style="list-style-type: none"> ▪ 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.
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<ul style="list-style-type: none"> ▪ Academic and non-academic Internet website creation, maintenance, or enhancement as approved by University Advancement and Communications or UWGC.
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<ul style="list-style-type: none"> ▪ Applications and Data Services – Glenn Enright, Manager
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| <ul style="list-style-type: none"> ▪ 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. |
| <ul style="list-style-type: none"> ▪ Please see University Policy OPS-080-040 for more information regarding Website Naming, Hosting, Risks and Security. |

<ul style="list-style-type: none"> ▪ Implementation Management (IS-PMO) – Susan McGillivray, Manager
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| <ul style="list-style-type: none"> ▪ Project Management as approved by the UITSC, UWGC, or GASP. |
| <ul style="list-style-type: none"> ▪ Process Analysis as approved by the UITSC, UWGC, or GASP. |
| <ul style="list-style-type: none"> ▪ Please see University policy OPS-080-030 regarding the governance model around University Initiatives. |

4. **RESEARCH INFORMATION TECHNOLOGY SUPPORT**

<ul style="list-style-type: none"> ▪ Research Information Technology Support – Akiff Maredia, Team Lead

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| <ul style="list-style-type: none"> ▪ No Charge Services: <ul style="list-style-type: none"> ○ 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). ○ Assisting researchers in proposal writing including cost estimates (for software components of research proposals). ○ Providing consulting to researchers on: <ul style="list-style-type: none"> ▪ Software discovery and re-use (Existing software that may be of use) ▪ Development environments ▪ Languages, libraries and 3rd party software ▪ Development methodologies and software project management ▪ Use of Canadian digital research infrastructure ▪ For Fee Services <p>The services we can provide are listed below. Please check with us to ensure that we have the expertise and capacity to address your request within your time frame and to obtain an estimate. It is best to submit a footprints ticket to request service.</p> <ul style="list-style-type: none"> ○ On successful grant award, implementing software as per proposal estimates. ○ Support for software platforms developed by Research Services IT group ○ Software application design/architecture/proposals/recommendations/alternate analysis. ○ Development/modification to research software (e.g. numerical analysis, statistical, simulation, visualization, data analysis). ○ Formal training on software/development environments. ○ Integration of existing software ○ Data management – organizing, storing, querying data repositories. ○ Supervise research software development teams. ○ Procurement of IT hardware/software ○ Linux server hosting and administration. ○ Administration/maintenance/monitoring of deployed applications. ○ Assistance with SSL certificate and domain name setup (DNS) for servers. ○ Information Security Awareness training ○ Other IT services as mutually agreed, on a time and materials basis |
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| <ul style="list-style-type: none"> ▪ Research Information Technology Support – Akiff Maredia, Team Lead |
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5. ADMINISTRATION AND INFORMATION SECURITY

ART EXNER – ASSOCIATE VICE PRESIDENT

<ul style="list-style-type: none"> ▪ IS Administrative Services – Lori Pelletier, Acting Administrator
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| <ul style="list-style-type: none"> ▪ Information Services Budget Development and Expenditure Control. |
| <ul style="list-style-type: none"> ▪ Information Services Staff Management and Development. |
| <ul style="list-style-type: none"> ▪ Information Services Inventory Parts Management and Control. |
| <ul style="list-style-type: none"> ▪ Information Services Invoicing including software site license management for Microsoft Office and Adobe products |

<ul style="list-style-type: none"> ▪ Information Security – Michael Jones, Manager
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| <ul style="list-style-type: none"> ▪ Information security monitoring via intrusion detection systems, endpoint protection, vulnerability scanning, or other mechanisms. |
| <ul style="list-style-type: none"> ▪ Information security and risk assessments for infrastructure, data, and applications. |
| <ul style="list-style-type: none"> ▪ Information security incident response. |
| <ul style="list-style-type: none"> ▪ Information security awareness. |
| <ul style="list-style-type: none"> ▪ Provide information security policies, standards or guidelines on collecting, storing or using University Data. |
| <ul style="list-style-type: none"> ▪ Provide information security related tools and resources. |
| <ul style="list-style-type: none"> ▪ Identity and access management strategy. |

6. QUALITY SERVICE AND ASSURANCE, PLANNING, SPECIAL PROJECTS AND COMMUNICATIONS

ART EXNER – ASSOCIATE VICE PRESIDENT

<ul style="list-style-type: none"> ▪ Special Projects and Communications – Lori Pelletier, Manager
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| <ul style="list-style-type: none"> ▪ Management of special technology projects within Information Service. |
| <ul style="list-style-type: none"> ▪ Communications Management of systems status, service impacts and service offerings. |

<ul style="list-style-type: none"> ▪ Quality Service –
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| <ul style="list-style-type: none"> ○ Mark Haidl, Director ○ Ray Konecsni, Director ○ Shannon England, Director |
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| <ul style="list-style-type: none"> ▪ Direct Service to Customers for all support services IS provides to students, staff, faculty, and administration. |
| <ul style="list-style-type: none"> ▪ Security of Data and Networks for University-funded data and communication networks, applications, databases and related services. |
| <ul style="list-style-type: none"> ▪ IS Business Continuance and Disaster Recovery Planning, implementation, and support for University-funded services and applications. |
| <ul style="list-style-type: none"> ▪ Change Management and Control for University-funded services and applications. |

<ul style="list-style-type: none"> ▪ Quality Service – <ul style="list-style-type: none"> ○ Mark Haidl, Director ○ Ray Konecsni, Director ○ Shannon England, Director
<ul style="list-style-type: none"> ▪ Committee Chairs, providing alignment of University priorities to the activities of Information Services GASP (General Administrative Systems Planning).

<ul style="list-style-type: none"> ▪ Quality Assurance – <ul style="list-style-type: none"> ○ Mark Haidl, Director ○ Ray Konecsni, Director ○ Shannon England, Director
<ul style="list-style-type: none"> ▪ Best Practice Development in Information Services Workflow.
<ul style="list-style-type: none"> ▪ Information Technology Risk Management.
<ul style="list-style-type: none"> ▪ Information Technology Policy Development.
<ul style="list-style-type: none"> ▪ Information Services Process and Practice, Quality Assurance and Compliance Audits.

7. UNFUNDED APPLICATION MANAGEMENT

SHANNON ENGLAND – DIRECTOR

ART EXNER – ASSOCIATE VICE PRESIDENT

<ul style="list-style-type: none"> ▪ 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
<ul style="list-style-type: none"> ▪ Information Services cannot support the functionality within a vertical application. The list of supported services IS could potentially provide for a vertical application include: <ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ Please see University Policy OPS-050-020 regarding Application Service Providers.

8. 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 UR Sources pages (<https://ursource.uregina.ca/is/>) for additional detail on fully funded services provided at no cost by IS.

9. 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.

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.

Please see the our UR Source pages for additional detail on unfunded services and their associated fees at <https://ursource.uregina.ca/is/services/service-pricing.html>.

10. SERVICES NOT CURRENTLY AVAILABLE

Information Services does not provide the following services:

<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ Asset management, tracking, or control of computers and related peripherals housed within academic or non-academic units.
<ul style="list-style-type: none"> ▪ Salvage management of any non-evergreen computer equipment.
<ul style="list-style-type: none"> ▪ Management, control, and security of any data stored locally within academic and non-academic units where IS has not formally accepted responsibility in writing.
<ul style="list-style-type: none"> ▪ Content management for any academic or non-academic unit website.
<ul style="list-style-type: none"> ▪ License management and renewals of non-University-funded software.

Important Warning: Time sensitive, critical, delivery assured, or highly confidential information is communicated within an e-mail at the senders own risk. Information Services encourages the use of alternative methods of communication in the above described situations. Information Services cannot and does not provide any guarantee or assurance that delivery of e-mail to individuals and

organizations beyond the University's own network will be secure, timely or that delivery will even occur.