

**DISCOVERY COMMONS
SERVICE CATALOG**

(May 2017)

		Academic IT Services	Access, Passwords + Security	Administrative Applications	Application Development	Communication + Collaboration	Facilities	Hardware + Software	Help, Training + Support	Multimedia Production	Networking + Wireless	Policies + Guidelines	Project Management	Audience(s)	Service Provider (see legend)	Service Charges (* = exceptions)
1	Audience Response System Support (i>Clicker)	X				X		X	X					Faculty, Staff	DC	No
2	Classroom Technology Support – On Demand	X					X	X	X					Faculty	DC	No
3	Classroom Technology Training	X					X	X	X					Faculty	DC	Yes*
4	Computer Hardware Purchasing							X						Faculty, Staff	DC	Yes
5	Computer Lab Booking	X					X							Faculty, Staff, Students	DC	Yes*
6	Computer Labs – Drop-in	X					X							Faculty, Staff, Students, Visitors	DC	No
7	Computer Software Purchasing (LSO) *							X						Faculty, Staff, Students	IC	Yes
8	Computerized Exam Booking	X					X						X	Faculty, Staff, Visitor, External	DC	Yes*
9	Computing Technology Support – Annual							X	X		X			Faculty, Staff	DC	Yes
10	Computing Technology Support – On Demand							X	X		X			Faculty, Staff	DC	Yes
11	Data Backup for Servers (UTORrecover) *		X	X				X						Faculty, Staff	ITS	Yes
13	eLearning Module Hosting	X	X			X		X		X				Faculty, Staff	DC	Yes
15	Encrypted USB Drives *		X					X						Faculty, Staff	MS	Yes
16	Event AV and Technical Support	X					X	X	X				X	Faculty, Staff, Visitor	DC	Yes
17	Exam Scanning	X							X					Faculty, Staff, External	DC	Yes
18	Faculty Clinical Appointments System			X					X					Faculty, Staff	HR, DC	No
19	Faculty Re-appointments System			X					X					Faculty, Staff	HR, DC	No
20	Faculty Senior Promotions System			X					X					Faculty, Staff	HR, DC	No
21	HR Reporting System (FOCUS)			X	X				X					Faculty, Staff	HR, DC	No
22	Identity, Authentication, and SSO (UTORid) *		X	X					X					Faculty, Staff	ITS, DC	Yes*
23	Information Risk Management Program	X	X	X	X							X		Faculty, Staff	DC	No
24	Laptop Rentals							X						Faculty, Staff	DC	Yes
25	Learner Information Systems (MedSIS, POWER)	X		X	X								X	Faculty, Staff	K4Y, DC	No
26	Learning Portal (Blackboard) *	X		X	X									Faculty, Staff, Students	ITS	No
27	Learning Portal Support	X		X	X				X					Faculty, Staff	CTSI, DC	Yes*
28	Lecture Capture	X			X					X				Faculty, Staff	DC	Yes
29	Lecture Videoconferencing	X				X	X			X			X	Faculty, Staff	DC	Yes
30	Listserv (UTORlist) *					X								Faculty, Staff, Students	ITS	No
31	Major AV Installations & Upgrades						X				X		X	Faculty, Staff	DC	Yes
32	Major IT installations & Upgrades							X			X		X	Faculty, Staff	DC	Yes
33	Media File Conversion									X				Faculty, Staff	DC	Yes
34	Meeting Room Booking						X							Faculty, Staff, Students	DC	Yes*
35	Microsoft Campus Agreement			X				X						Faculty, Staff	ITS	No
36	Mobile Application Development (MADLab) *	X			X	X								Faculty, Staff, Students	ITS	No
37	Mobile Device Encryption		X					X						Faculty, Staff	DC	Yes
38	Mobile Device Integration		X			X		X						Faculty, Staff	DC	No
39	Network Connectivity Support						X				X			Faculty, Staff	DC	Yes*
40	Network File Server		X	X							X			Faculty, Staff	DC	Yes*
41	Office Moves						X	X			X		X	Faculty, Staff	DC	Yes
42	Online Course Production	X								X			X	Faculty, Staff	DC	Yes
43	Online Surveys	X		X		X								Faculty, Staff	DC	Yes
44	Remote Desktop Access		X					X			X			Faculty, Staff	DC	No
45	Security Certificates (SSL/TLS) *		X					X						Faculty, Staff	ITS	Yes
46	Security Training		X						X			X		Faculty, Staff, Students	DC	No
47	Service Desk						X		X					Faculty, Staff, Students, Visitors	DC	No
48	Staff & Faculty Email (Microsoft Exchange)		X	X		X								Faculty, Staff	DC	Yes*
49	Student Email (ONE Mail Direct) *	X	X			X								Students	EHO	No
50	Student Email (UTMail+) *	X	X			X								Students	ITS	No
51	Two-factor Authentication (eToken) *		X	X				X						Faculty, Staff	DC, ITS	Yes
52	Video Captioning									X				Faculty, Staff	DC	Yes
54	Video Production and Post-Production	X								X			X	Faculty, Staff	DC	Yes
55	Video Production Training	X							X	X				Faculty, Staff	DC	No
56	Videoconferencing (including OTN)	X				X	X			X	X			Faculty, Staff, Students	DC	Yes
57	Virtual Private Networking (UTORvpn) *		X								X			Faculty, Staff	ITS	No
58	Virtual Server Hosting *		X		X			X						Faculty, Staff	ITS	Yes
59	Web Application Development and Hosting	X	X	X	X			X					X	Faculty, Staff	DC	Yes
60	Web Application Requirements Analysis	X		X	X									Faculty, Staff	DC	Yes
61	Web Application Vulnerability Scanning	X	X	X	X									Faculty, Staff	DC	No
63	Web-based file sharing (ShareFile)		X	X		X					X			Faculty, Staff	DC	Yes
64	Webcasting	X				X				X	X			Faculty, Staff	DC	Yes
65	Webconferencing	X				X				X	X			Faculty, Staff, Students	DC	No
66	Website Communications Training *			X		X			X					Faculty, Staff	MedComms	No
67	Website Development and Hosting (WebPac)		X	X	X	X							X	Faculty, Staff	MedComms, DC	Yes
68	Wireless Networking / WIFI (UTORcwn) *		X								X			Faculty, Staff, Students, Visitors	ITS, IC	No

FACULTY OF MEDICINE: DC = Discovery Commons HR = Human Resources MS = MedStore OSCER = Office of Strategic Communications & External Relations

UNIVERSITY OF TORONTO: ITS = Information + Technology Services IC = Information Commons CTSI = Centre for Teaching Support and Innovation

EXTERNAL PARTNERS: K4Y = Knowledge4You EHO = eHealth Ontario OTN = Ontario Telemedicine Network