

Active ITS Service Catalog Entries

[Glossary of Terms](#)

Summary of Active Service Catalog Entries

Title	Department	Service Manager	Assigned Primary Support	Assigned Secondary Support	Status	Date Last Modified
Active Directory SC	Enterprise Infrastructure Services	Kevin Bom			Active	Jun 26, 2019
Activity Insight Digital Measures (Digital Measures) SC	Technology Support Services	T. John McCune	Christopher Taverna	TBD	Active	Jun 26, 2019
Adirondack (login issues) SC	Enterprise Infrastructure Services	Kevin Bom	Idalia Torres	Scott Grien	Active	Jun 26, 2019
Adirondack SC	Enterprise Data Services	Kevin Lane	Kevin Lane	TBD	Active	Oct 17, 2018
Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers SC	ITS Service Center	T. John McCune	T. John McCune	Tylor Cardone	Active	Oct 17, 2018
Albany Print Queue Management Service SC	Enterprise Data Services	Kevin Lane	Kevin Lane		Active	Oct 17, 2018
Answers (Confluence) SC	Technology Support Services	T. John McCune	Christopher Taverna	TBD	Active	Jun 26, 2019
APC Systems SC	Network Design and Development	Joe Baxter			Active	Jun 26, 2019
Application Development SC	Enterprise Reporting and Development	Michael Gerholdt			Active	Jun 26, 2019
Application Express SC	Enterprise Information Services	Kevin Lane	Chuck Reed	Teresa Dodge	Active	Jun 26, 2019
Authentication Services SC	Enterprise Infrastructure Services	Idalia Torres			Active	Oct 17, 2018
Banner Student Information System (SIS) Service SC	Enterprise Data Services	Kevin Lane	Richard Bartkowiak	Kevin Lane	Active	Oct 17, 2018
Blackboard Collaborate Ultra SC	Technology Support Services	T. John McCune	Christopher Taverna	TBD	Active	Jun 26, 2019
Cable Television in Academic & Administrative Buildings SC	ITS Service Center	T. John McCune	Greg Snow	Doug Johnson	Active	Oct 17, 2018
Campus Access Control Services SC	Residential Technology and Security Systems	Ben Hartung			Active	Jun 26, 2019
Campus Access Control Systems Administration SC	Residential Technology and Security Systems	Ben Hartung			Active	Jun 26, 2019
Change of Status (COS) SC	Enterprise Reporting and Development	Mike Gerholdt	Mike Gerholdt	Justin Jakubowicz	Active	Oct 17, 2018

Cisco Prime Enterprise (Prime) SC	Network Design and Development	Joe Baxter	Joe Baxter	JJ Nocek	Active	Oct 17, 2018
Client Remediation Service SC	ITS Service Center	T. John McCune	Tylor Cardone	Alex Moon Dave Torres Luke Fountaine Matt Wilson Nick Nowakowski	Active	Oct 19, 2018
Compromised Account Management SC	Information Security Office	Information Security Officer			Active	Oct 19, 2018
Desktop Software Patching SC	Enterprise Infrastructure Services	Kevin Bom, Manager of Enterprise Infrastructure Services	Scott Grien		Active	Mar 05, 2019
Duo Security Multi-factor Authentication (MFA) SC		Benjamin Hartung			Active	Oct 19, 2018
Efficient IP SC	Network Design and Development	Joe Baxter	Joe Baxter	JJ Nocek	Active	Oct 19, 2018
Email Gateway Administration SC		Benjamin Hartung			Active	Oct 19, 2018
EMS - Administration SC	Enterprise Reporting and Development	Mike Gerholdt	Mike Gerholdt	Justin Jakubowicz	Active	Oct 19, 2018
Enterprise Password Manager Administration SC		Benjamin Hartung			Active	Oct 19, 2018
eServices Provisioning SC		Michael Gerholdt, Manager of Enterprise Reporting and Development			Active	Oct 19, 2018
Event and Conference Support SC	ITS Service Center	T. John McCune	Doug Johnson	Ed Blue	Active	Oct 17, 2018
File and Device Encryption SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Scott Grien		Status	Mar 05, 2019
Fredonia Radio Systems Technical Services SC	ITS Service Center	T. John McCune	Greg Snow	Andrea Wasiura	Active	Oct 17, 2018
Google Apps for Education SC	Enterprise Infrastructure Services	Kevin Bom, Manager of Enterprise Infrastructure Services			Active	Oct 19, 2018
IIS Administration SC	Enterprise Reporting and Development	Michael Gerholdt, Manager of Enterprise Reporting and Development			Active	Oct 19, 2018
Integration SC	Enterprise Information Services	Kevin Lane		Kevin Lane	Active	Jun 26, 2019
Internet Service Connectivity Support SC		Ben Hartung, Manager of Residential Technology and Security Systems			Active	Jan 23, 2019
Interview Exchange SC	Human Resources		Leah Betts (x3434)	Caldie Proper (x3434)	Active	Oct 19, 2018

ITS Service Center Equipment Checkout SC	ITS Service Center	T. John McCune	Denise Maze	Tylor Cardone Ed Blue	Active	Jan 23, 2019
JAMF Casper (Casper) SC	Enterprise Infrastructure Services	Kevin Bom	Luke Fontaine	TBD	Active	Mar 05, 2019
Lansweeper SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Scott Grien	TBD	Active	Oct 19, 2018
Lynda (authentication) SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Idalia Torres	TBD	Active	Oct 19, 2018
Lynda.com (usage and training) SC	Professional Development Center		Sandra Lewis (0144) ???	TBD	Active	Oct 19, 2018
Maintimizer SC	Enterprise Reporting and Development	Mike Gerholdt	Mike Gerholdt	Justin Jakubowicz+ Kevin Cloos	Active	Oct 19, 2018