

ITS Service Catalog

[Glossary of Terms](#)

Summary of all Service Catalog Entries

Title	Department	Service Manager	Assigned Primary Support	Assigned Secondary Support	Status	Date Last Modified
Academic Event Recordings SC (Retired Service)	ITS Service Center (After 1/2/18, Marketing Communications)	T. John McCune	Andrea Wasiura	NA	Retired	Jun 26, 2019
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
BMC Footprints (FredQuest) SC	ITS Service Center	T. John McCune	Tylor Cardone	T. John McCune	Retired	Oct 16, 2018
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
Digital Signage for Academic & Administrative Buildings SC	ITS Service Center	T. John McCune	Andrea Wasiura	NA	Retired	Jun 26, 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
Ensemble Video SC	ITS Service Center	T. John McCune	Andrea Wasiura	Chris Taverna	Retired	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
Graphic Services for Instructional Materials SC	ITS Service Center	T. John McCune	Charlotte Morse	NA	Retired	Jun 26, 2019

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 Fountaine	TBD	Active	Mar 05, 2019
L-Soft LISTSERV® SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Active	Oct 19, 2018
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
Microsoft Licensing SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services				Mar 05, 2019
Microsoft Systems Center Configuration Manager (SCCM) SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Luke Fountaine	Scott Grien		Mar 05, 2019
Network Access: Non-NYS Owned Hosts SC	Network Design and Development	Joe Baxter				Nov 22, 2017
Office 365 Password Resets SC	ITS Service Center	T. John McCune	Tylor Cardone	Denise Maze Ed Blue T. John McCune		Nov 22, 2017
OnBase Enterprise Document Management System SC	Enterprise Information Services	Kevin Lane	Chuck Reed/ Teresa Dodge	Chuck Reed/ Teresa Dodge		Jun 26, 2019
OnCourse SC	Enterprise Information Services	Kevin Lane	Teresa Dodge	Justin Jakubowicz		Jun 26, 2019
Panopto SC	ITS Service Center	T. John McCune	Andrea Wasiura	TBD		Nov 30, 2017
PaperCut Pro Administration – Print Management Software for Computer Lab Printing SC	Enterprise Infrastructure Services	Kevin Bom	Luke Fountaine			Mar 05, 2019

PEG Access Cable Television Programming SC	ITS Service Center	T. John McCune	Andrea Wasiura	T. John McCune	Nov 22, 2017
Personal Computing Device Repair SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Printer Support SC	ITS Service Center	T. John McCune	Tylor Cardone	Alex Moon Dave Torres Luke Fountaine Matt Wilson Nick Nowakowski	Nov 22, 2017
Programming/Technical /Banner Support SC	Enterprise Information Services	Kevin Lane	Kevin Lane, Teresa Dodge, Charles Reed	Kevin Lane, Teresa Dodge, Charles Reed	Jun 26, 2019
Reed Library Printer Service SC	ITS Service Center	T. John McCune	Nick Nowakowski	Luke Fountaine	Nov 30, 2017
Report Writing SC	Enterprise Information Services	Kevin Lane	Kevin Lane, Teresa Dodge, Charles Reed	Kevin Lane, Teresa Dodge, Charles Reed	Jun 26, 2019
Residence Life and University Police University Owned Computing Hardware Support SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life and University Police University Owned Computing Software Support SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life and University Police University Owned Printer Support SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life Digital Signage SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life Multi-media Equipment Reservation & Checkout SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life Smart Classrooms SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Residence Life Webforms SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Routine Processing (Scheduled RunJob) SC	Enterprise Data Services	Kevin Lane	Kevin Lane	Gary Vandavelde	Nov 27, 2017
Secure FTP Software - VanDyke SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Nov 22, 2017

Security Camera Management Systems Administration SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Server Management SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Nov 22, 2017
Shared Disk Resources SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Nov 22, 2017
Shared Storage (Fredshare) SC	Enterprise Infrastructure Services	Scott Grien, Idalia Torres			Nov 22, 2017
Shavlik SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Scott Grien	Fred Ullman	Nov 22, 2017
Smart Classrooms SC	ITS Service Center	T. John McCune	Doug Johnson Ed Blue Greg Snow	Doug Johnson Ed Blue Greg Snow	Nov 22, 2017
Sound Services Equipment Repair SC	ITS Service Center	T. John McCune	Greg Snow	NA	Nov 22, 2017
Splunk SC	Network Design and Development	Joe Baxter	David Torres	Joe Baxter	Nov 22, 2017
SQL Administration SC	Enterprise Reporting and Development	Michael Gerholdt, Manager of Enterprise Reporting and Development			Nov 30, 2017
SQL Development SC	Enterprise Reporting and Development	Michael Gerholdt, Manager of Enterprise Reporting and Development			Nov 30, 2017
SSL Certificate Administration SC	Information Security Office	Benjamin Hartung			Nov 30, 2017
SSL Certificate Management SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Nov 22, 2017
Student Printing Service SC		Ben Hartung, Manager of Residential Technology and Security Systems			Nov 28, 2017
Symantec Endpoint Protection Antivirus Software SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Jan 23, 2019
Test Scoring (Scantron) Service SC	Enterprise Data Services	Kevin Lane	Gary Vandavelde	Kevin Lane	Nov 27, 2017
Third Party Authentication Services SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services			Nov 22, 2017
Thompson Television Studio Support SC	ITS Service Center	T. John McCune	Doug Johnson	Andrea Wasiura	Nov 22, 2017
Time and Attendance SC	Payroll Services		Sue Cortez (x3775)	TBD	Oct 10, 2017

Tracker (Jira Service Desk) SC	ITS Service Center	T. John McCune	Tylor Cardone	T. John McCune	Nov 30, 2017
Turning Technologies Student Response Systems SC	ITS Service Center	T. John McCune	Ed Blue	Doug Johnson	Nov 22, 2017
Turnitin SC	Online Learning	Lisa Melohusky	Lisa Melohusky		Nov 27, 2017
Tutor Trac - Load Data For Courses and Students SC	Enterprise Reporting and Development	Mike Gerholdt	Mike Gerholdt	Justin Jakubowicz	Nov 22, 2017
University Owned Computing Hardware Support SC	ITS Service Center	T. John McCune	Tylor Cardone	Alex Moon Dave Torres Luke Fontaine Matt Wilson Nick Nowakowski	Nov 22, 2017
University Owned Computing Software Support SC	ITS Service Center	T. John McCune	Tylor Cardone	Alex Moon Dave Torres Luke Fontaine Matt Wilson Nick Nowakowski	Nov 22, 2017
Veeam Backup SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Scott Grien	TBD	Nov 22, 2017
Video Conferencing SC	ITS Service Center	T. John McCune	Doug Johnson	Andrea Wasiura Ed Blue	Nov 22, 2017
VSphere - Create VM SC	Enterprise Infrastructure Services	Manager of Enterprise Infrastructure Services	Scott Grien	Scott Grien	Nov 22, 2017
Vulnerability Management Service SC	Information Security Office	Ben Hartung, Manager of Residential Technology and Security Systems			Nov 30, 2017
Webforms SC	Marketing and Communications		Jonathan Woolson (x3323)	Jeff Woodard (x3323)	Oct 10, 2017
WeComply SC	Human Resources		Leah Betts (x3434)	TBD	Oct 10, 2017
WhatsupGold SC	Network Design and Development	Joe Baxter	JJ Nocek (0129)	Joe Baxter (0136)	Nov 22, 2017
Wi-Fi Wireless Service SC	Network Design and Development	Joe Baxter	Joseph Nocek	Joe Baxter	Nov 22, 2017
Wired and Fiber Optics Networking SC	Network Design and Development	Joe Baxter	Joe Baxter	Joseph Nocek	Nov 22, 2017
WNYF Television Support SC	ITS Service Center	T. John McCune	Andrea Wasiura	NA	Nov 22, 2017

Your Connection - Targeted
Message SC

Enterprise
Information Services

Kevin Lane

Kevin Lane

Jun 26,
2019

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