



UBC Service Categorization

Effective October 25

SERVICE	SERVICE OFFERING	ITEM
Accounts & Access	CAS	
Accounts & Access	Authentication Integration	
Accounts & Access	Building Access	ACMS
Accounts & Access	CWL	Admin
Accounts & Access	CWL	Applicant
Accounts & Access	CWL	Basic Account
Accounts & Access	CWL	Continuing Studies
Accounts & Access	CWL	Guest Account
Accounts & Access	CWL	HR Role
Accounts & Access	CWL	Standard - Faculty and Staff
Accounts & Access	CWL	Standard - Student
Accounts & Access	EAD	
Accounts & Access	ETL	
Accounts & Access	Grouper	
Accounts & Access	IAM Firewall	
Accounts & Access	LDAP	
Accounts & Access	Novell	
Accounts & Access	PGP (Pretty Good Privacy)	Linux
Accounts & Access	PGP (Pretty Good Privacy)	Mac
Accounts & Access	PGP (Pretty Good Privacy)	Windows



Accounts & Access	Radius	
Accounts & Access	Security	
Accounts & Access	Shibboleth	
Accounts & Access	Telica	Standard - Faculty & Staff
Accounts & Access	WDE (Whole Disk Encryption)	
Accounts & Access	Not Listed	
Accounts & Access	UBC Carding - Student Card	Affiliate Upload
Accounts & Access	UBC Carding - Student Card	Student Data
Accounts & Access	Upass	Eligibility
Academic Technologies	ePayment	Virtual Terminal
Academic Technologies	ePayment	Web Service
Academic Technologies	ePayment	Student Financial Account (SFA)
Academic Technologies	ePayment	Merchant On-boarding
Academic Technologies	ePayment	Reconciliation
Academic Technologies	OAMS	User On-boarding
Academic Technologies	OAMS	Network Access
Academic Technologies	OAMS	Early Alert Integration
Academic Technologies	OAMS	System Bugs
Academic Technologies	OAMS	System Enhancement Request
Academic Technologies	Advocate Care/ Early Alert	OAMS Integration
Academic Technologies	Advocate Care/ Early Alert	System Bugs
Academic Technologies	Advocate Care/ Early Alert	Manager Portal
Academic Technologies	Equity	





Academic Technologies	ezRecruit	Student Portal
Academic Technologies	ezRecruit	Admin Portal
Academic Technologies	ezRecruit	ezR-SIS Interface
Academic Technologies	Student Information Service Centre (SISC)	Awards
Academic Technologies	Student Information Service Centre (SISC)	Admissions
Academic Technologies	Student Information Service Centre (SISC)	Student Financial Module
Academic Technologies	Student Information Service Centre (SISC)	Search
Academic Technologies	Faculty Service Centre (FSC)	Class List
Academic Technologies	Faculty Service Centre (FSC)	Grades Entry
Academic Technologies	Faculty Service Centre (FSC)	Restriction Viewer
Academic Technologies	Faculty Service Centre (FSC)	Course Outline URL
Academic Technologies	Faculty Service Centre (FSC)	Course Scheduling
Academic Technologies	Faculty Service Centre (FSC)	Course Management
Academic Technologies	Faculty Service Centre (FSC)	STT Creation
Academic Technologies	Faculty Service Centre (FSC)	Curriculum Management
Academic Technologies	Faculty of Graduate Studies	
Academic Technologies	Maintenance Service Centre (MSC)	Permissions
Academic Technologies	Maintenance Service Centre (MSC)	Business Function Creation
Academic Technologies	Maintenance Service Centre (MSC)	Table Maintenance
Academic Technologies	Symplicity - Horizons	Student Data
Academic Technologies	Symplicity - Horizons	Manager Portal
Academic Technologies	Symplicity - Horizons	Student Portal
Academic Technologies	Symplicity - Career Services Manager	Student Data



Academic Technologies	Symplicity - Career Services Manager	Courses
Academic Technologies	Symplicity - Career Services Manager	Manager Portal
Academic Technologies	Symplicity - Career Services Manager	Employee Portal
Academic Technologies	Symplicity - Career Services Manager	Student Portal
Academic Technologies	Clockworks - Room Scheduler	Student Data
Academic Technologies	Ad Astra	
Academic Technologies	Degree Navigator	
Academic Technologies	Image Now	
Academic Technologies	Online App/PASBC	
Academic Technologies	BBAE	
Academic Technologies	Course Schedule	Registration
Academic Technologies	Course Schedule	Timetable
Academic Technologies	Course Schedule	Worklist
Academic Technologies	Course Schedule	STT
Academic Technologies	Course Schedule	Booklist
Academic Technologies	Course Schedule	Eligibilities
Academic Technologies	Course Schedule	Course data
Academic Technologies	BBAE	
Academic Technologies	Web Vote/Elections	
Academic Technologies	Student WebPortal (SSC)	Admission
Academic Technologies	Student WebPortal (SSC)	Awards
Academic Technologies	Student WebPortal (SSC)	Finance
Academic Technologies	Student WebPortal (SSC)	Grade & Records





Academic Technologies	Student WebPortal (SSC)	Exams
Academic Technologies	Student WebPortal (SSC)	Graduation
Administrative Technologies	Crystal Reports	
Administrative Technologies	Oracle Peoplesoft	
Administrative Technologies	Oracle Hyperion	
Administrative Technologies	Jira	User On-boarding
Administrative Technologies	Jira	Greenhopper
Administrative Technologies	Crowd	
Administrative Technologies	FishEye/Crucible	User On-boarding
Administrative Technologies	Perforce	New Depot
Administrative Technologies	Bamboo	
Administrative Technologies	RoboJay	
Administrative Technologies	Confluence Wiki	User On-boarding
Administrative Technologies	Confluence Wiki	Space Configuration
Administrative Technologies	Confluence Wiki	Plug-ins
Administrative Technologies	Batch Framework	
Administrative Technologies	ACAD	IT
Administrative Technologies	Animal Care Apps	Animal Care
Administrative Technologies	IBA -QA	IT
Administrative Technologies	IBA -QA	Other
Administrative Technologies	Inquisite	President's Office
Administrative Technologies	JIRA	IT
Administrative Technologies	KnowledgeBase	IT





Administrative Technologies	Milestone	IT
Administrative Technologies	Museum of Anthropology	Museum of Anthropology
Administrative Technologies	Nagios	IT
Administrative Technologies	NetInfo	IT
Administrative Technologies	Personnel Absence Tracker	Animal Care
Administrative Technologies	Personnel Absence Tracker	Enrolment
Administrative Technologies	Personnel Absence Tracker	Finance
Administrative Technologies	Personnel Absence Tracker	IT
Administrative Technologies	Pinnacle	IT
Administrative Technologies	SDE	Arts
Administrative Technologies	SDE	IT
Administrative Technologies	SDE	Sauder
Administrative Technologies	ServiceNow	Arts
Administrative Technologies	ServiceNow	IT
Administrative Technologies	ServiceNow	Sauder
Administrative Technologies	Trac II	IT
Administrative Technologies	TSPRO	IT
Administrative Technologies	UBC Directory	Desktop
Administrative Technologies	UBC Directory	Mobile
Administrative Technologies	Staff Leave Reporting	
Administrative Technologies	Faculty CV	
Administrative Technologies	Not Listed	
Audio Visual	AV Onsite Technical Support	





Audio Visual	AV Orientation	
Audio Visual	AV Loaner Equipment	
Audio Visual	AV Consultation	
Audio Visual	Arts Loaner Equipment	CD/Cassette Player
Audio Visual	Arts Loaner Equipment	Data Projector
Audio Visual	Arts Loaner Equipment	Digital Audio Recorder
Audio Visual	Arts Loaner Equipment	Document Camera
Audio Visual	Arts Loaner Equipment	DV Deck
Audio Visual	Arts Loaner Equipment	DVD/VCR
Audio Visual	Arts Loaner Equipment	Laptop - Mac
Audio Visual	Arts Loaner Equipment	Laptop - PC
Audio Visual	Arts Loaner Equipment	PA Microphone and Speaker
Audio Visual	Arts Loaner Equipment	Power Speaker
Audio Visual	Arts Loaner Equipment	Projection Screen
Audio Visual	Arts Loaner Equipment	Still Camera
Audio Visual	Arts Loaner Equipment	Video Camera - 1 chip
Audio Visual	Arts Loaner Equipment	Video Camera - 3 chip
Audio Visual	Arts Loaner Equipment	Wireless Microphone
Audio Visual	Arts Loaner Equipment	Wireless Presenter
Audio Visual	SauderLoaner Equipment	Disassemble and Retrieve
Audio Visual	SauderLoaner Equipment	Deliver and setup
Audio Visual	SauderLoaner Equipment	Laptop
Audio Visual	SauderLoaner Equipment	Netbook





Audio Visual	SauderLoaner Equipment	SLR Camera
Audio Visual	SauderLoaner Equipment	Video Camera
Audio Visual	SauderLoaner Equipment	Digital Camera
Audio Visual	SauderLoaner Equipment	Nikon Point and Shoot
Audio Visual	SauderLoaner Equipment	Flip Camera
Audio Visual	SauderLoaner Equipment	Projector
Audio Visual	SauderLoaner Equipment	Voice Recorder
Audio Visual	SauderLoaner Equipment	Microphone
Audio Visual	SauderLoaner Equipment	Shotgun Microphone
Audio Visual	SauderLoaner Equipment	Handheld Microphone
Audio Visual	SauderLoaner Equipment	Lightspeed Speaker
Audio Visual	SauderLoaner Equipment	An 100 Speaker
Audio Visual	SauderLoaner Equipment	Larger Speaker
Audio Visual	SauderLoaner Equipment	Audio Mixer
Audio Visual	SauderLoaner Equipment	Tripod
Audio Visual	SauderLoaner Equipment	External CD Burner
Audio Visual	SauderLoaner Equipment	External DVD Burner
Audio Visual	SauderLoaner Equipment	External Floppy Disk Drive
Audio Visual	SauderLoaner Equipment	Polycom
Audio Visual	SauderLoaner Equipment	Snowflake Microphone
Audio Visual	SauderLoaner Equipment	Dazzle Converter
Audio Visual	SauderLoaner Equipment	Presenter Mouse
Audio Visual	SauderLoaner Equipment	TV





Audio Visual	SauderLoaner Equipment	Blu-Ray Player
Audio Visual	SauderLoaner Equipment	VCR/DVD Player
Audio Visual	SauderLoaner Equipment	Power Reel
Audio Visual	SauderLoaner Equipment	iClicker Set
Audio Visual	SauderLoaner Equipment	Elmo Document Camera
Audio Visual	Audio	Connectivity
Audio Visual	Audio	Dial
Audio Visual	Video Wall	
Audio Visual	Digital Signage	Application
Audio Visual	Digital Signage	Content Management
Audio Visual	Digital Signage	Hardware
Audio Visual	Digital Signage	Manager Node
Audio Visual	Digital Signage	Player Node
Audio Visual	Lab (Computer)	ANSO
Audio Visual	Lab (Computer)	Buchanan B101
Audio Visual	Lab (Computer)	Buchanan B121
Audio Visual	Lab (Computer)	Buchanan B123
Audio Visual	Lab (Computer)	Buchanan B125
Audio Visual	Lab (Computer)	Buchanan B126
Audio Visual	Lab (Computer)	Buchanan B202
Audio Visual	Lab (Computer)	Buchanan D021
Audio Visual	Lab (Computer)	Buchanan D022
Audio Visual	Lab (Computer)	Buchanan D023





Audio Visual	Lab (Computer)	David Lam
Audio Visual	Lab (Computer)	Economics
Audio Visual	Lab (Computer)	English
Audio Visual	Lab (Computer)	FHIS
Audio Visual	Lab (Computer)	First Nations Longhouse
Audio Visual	Lab (Computer)	Learning Center
Audio Visual	Lab (Computer)	Meekinson Lounge
Audio Visual	Lab (Computer)	New Media Lab
Audio Visual	Lab (Computer)	Political Opinion Laborator
Audio Visual	Lab (Computer)	RDC
Audio Visual	Lab (Computer)	School of Social Work
Audio Visual	Lab (Computer)	SLAIS
Audio Visual	Lab (Computer)	HA 045A
Audio Visual	Lab (Computer)	HA 045C
Audio Visual	Lab (Computer)	CLC 222
Audio Visual	Lab (Computer)	HA 433
Audio Visual	Not Listed	
Computer & Print	Barcode Equipment	
Computer & Print	Linux OS	
Computer & Print	Mac OS	10.4 / Tiger
Computer & Print	Mac OS	10.5 / Leopard
Computer & Print	Mac OS	10.6 / Snow Leopard
Computer & Print	Mac OS	10.7 / Lion





Computer & Print	Data transfer	-
Computer & Print	P-Counter	
Computer & Print	Mobile	Android
Computer & Print	Mobile	Blackberry
Computer & Print	Mobile	ipad
Computer & Print	Digital Signage	iphone
Computer & Print	Not Listed	
Computer & Print	Printing	Desktop
Computer & Print	Printing	Network
Computer & Print	Virtual Desktop	
Computer & Print	Windows OS	Vista
Computer & Print	Windows OS	Windows 7
Computer & Print	Windows OS	XP
Email	Arts Mail	
Email	Broadcast Email	Service
Email	FASmail	Blackberry
Email	FASmail	Calendar
Email	FASmail	Email Client
Email	FASmail	Mailbox (Non-User)
Email	FASmail	Mailbox (User)
Email	FASmail	Mailing List
Email	FASmail	Mobile Devices
Email	FASmail	Outlook Web Access





Email	FASmail	Service
Email	Interchange	Email Client
Email	Interchange	Mailbox
Email	Interchange	Mailing List
Email	Interchange	Mobile Devices
Email	Interchange	myUBC (webmail)
Email	Interchange	Service
Email	Mail-Relays	Email Domain Hosting
Email	Mail-Relays	Mail Routing
Email	Mail-Relays	Service
Email	Mail-Relays	Spam & Virus Scanning
Email	Mercury Exchange 2007	Blackberry
Email	Mercury Exchange 2007	Calendar
Email	Mercury Exchange 2007	Email Client
Email	Mercury Exchange 2007	Mailbox (Non-User)
Email	Mercury Exchange 2007	Mailbox(User)
Email	Mercury Exchange 2007	Mailing List
Email	Mercury Exchange 2007	Mobile Devices
Email	Mercury Exchange 2007	Outlook Web Access
Email	Mercury Exchange 2007	Service
Email	Nursing Exchange Mail	
Email	Student & Alumni Email	Email Forwarding
Email	Student & Alumni Email	Hosted Mailbox





Email	Student & Alumni Email	Service
Email	Student & Alumni Email	Web Interface
Email	Not Listed	
IT Database	Oracle Database	Oracle.com support account authorization
IT Database	Oracle Database	New database service
IT Database	Oracle Database	Application -Alumni
IT Database	Oracle Database	Application -Document Imaging
IT Database	Oracle Database	Application -FMIS
IT Database	Oracle Database	Application -HRMS
IT Database	Oracle Database	Application -IAM/CWL/UBCDir
IT Database	Oracle Database	Application -Integrated Reporting
IT Database	Oracle Database	Application -Library
IT Database	Oracle Database	Application -Netid
IT Database	Oracle Database	Application -Network Components
IT Database	Oracle Database	Application -Pension
IT Database	Oracle Database	Application -SIS/ISIS
IT Database	Oracle Database	Application -Tracc-II
IT Database	Oracle Database	Application -WebCT Vista
IT Database	Oracle Database	Other – Oracle database
IT Database	Oracle Database	Other – SQL Server
IT Database	Oracle Database	Other – MySQL
IT Database	SQL Server	
IT Database	mySQL	





IT Database	Not Listed	
IT Hardware	Desktop	Mac
IT Facility	Building	Signage
IT Facility	Building	Ceilings & Floors - Install, Modify & Repair
IT Facility	Building	Doors & Walls - Install, Modify & Repair
IT Facility	Cabinet & Rack	Cabinet/Rack - Install, Modify & Repair
IT Facility	Data Centre Hosting	Hardware - IT Systems Group
IT Facility	Data Centre Hosting	Hardware - Hosted Client
IT Facility	General	
IT Facility	HVAC	Ventilation & Cooling - Install & Modify
IT Facility	HVAC	Ventilation & Cooling - Alarms & Repairs
IT Facility	HVAC	Water Leaks
IT Facility	Fire & Life Safety (FLS)	FLS Devices & Alarms
IT Facility	Lighting	Lighting - Install & Modify
IT Facility	Lighting	Lighting - Repair
IT Facility	Power	Building Power - Install & Modify
IT Facility	Power	Building Power - Repairs
IT Facility	Power	Generator Power - Alarms & Repairs
IT Facility	Power	UPS Power - Install & Modify
IT Facility	Power	UPS Power - Alarms & Repairs
IT Facility	Security & Access Control	Cameras - Install, Modify & Repair
IT Facility	Security & Access Control	Secure Access - Install & Modify
IT Facility	Security & Access Control	Secure Access - Alarms & Repairs



IT Facility	Security & Access Control	Access Card
IT Facility	Security & Access Control	Keys & Keying
IT Facility	Security & Access Control	Door Hardware - Install, Modify & Repair
IT Hardware	Barcode	
IT Hardware	Procurement	
IT Hardware	Consultation	
IT Hardware	Desktop	PC
IT Hardware	Headset	
IT Hardware	Keyboard	
IT Hardware	Laptop	Mac
IT Hardware	Laptop	PC
IT Hardware	Monitor	
IT Hardware	Mouse	
IT Hardware	Printer	IBM
IT Hardware	Tablet	
IT Hardware	Thin Client	
IT Hardware	UBC IT Loaner Equipment	Laptop
IT Hardware	UBC IT Loaner Equipment	Projector
IT Hardware	Web Cam	
IT Hardware	Not Listed	
IT Security	Access	3rd party permissions
IT Security	Access	Roles
IT Security	Access	Identity





IT Security	Compromises/Probes	Accounts
IT Security	Compromises/Probes	DOS Attacks
IT Security	Compromises/Probes	Scans
IT Security	Compromises/Probes	Servers
IT Security	Compromises/Probes	Workstation
IT Security	Compromises/Probes	Rogue Routers
IT Security	Compromises/Probes	Rogue Wireless Access Points
IT Security	Compromises/Probes	Websites
IT Security	Compromises/Probes	Not UBC
IT Security	Copyright Infringement	IAP
IT Security	Copyright Infringement	ResNet
IT Security	Copyright Infringement	UBC Departments
IT Security	Copyright Infringement	VPN
IT Security	Copyright Infringement	Wireless
IT Security	Investigation	Compliance - FIPPA
IT Security	Investigation	Compliance-PCI
IT Security	Investigation	Excessive Downloading
IT Security	Investigation	Harassment
IT Security	Investigation	SPAM
IT Security	Investigation	Theft
IT Security	Not Listed	
IT Software	Adobe	Acrobat
IT Software	Adobe	Acrobat X Professional





IT Software	Adobe	After Effects Professional
IT Software	Adobe	Audition CS5.5 (v4)
IT Software	Adobe	Captivate CS5.5
IT Software	Adobe	Contribute CS5 (v6)
IT Software	Adobe	CS5
IT Software	Adobe	CS5.5
IT Software	Adobe	Dreamweaver CS5.5 (v11.5)
IT Software	Adobe	Fireworks CS5 (v11)
IT Software	Adobe	Flash Professional CS5.5 (v11.5)
IT Software	Adobe	Flex Builder
IT Software	Adobe	Illustrator CS5.5 (v15)
IT Software	Adobe	InCopy CS5.5 (v7.5)
IT Software	Adobe	InDesign CS5.5 (v7.5)
IT Software	Adobe	Lightroom 3
IT Software	Adobe	Photoshop Elements 9
IT Software	Adobe	Photoshop Extended CS5 (v12)
IT Software	Adobe	Premiere Elements 9
IT Software	Adobe	Premiere Professional CS5.5
IT Software	Adobe	Pro
IT Software	Adobe	Standard
IT Software	Antivirus	Antivir
IT Software	Antivirus	Kaspersky
IT Software	Antivirus	McAfee



IT Software	Antivirus	Sophos Anti-Virus
IT Software	Antivirus	Symantec
IT Software	Apple	Final Cut
IT Software	Apple	iLife
IT Software	Apple	iWork
IT Software	Apple	Logic Express
IT Software	argus	
IT Software	Crystal Reports	
IT Software	Microsoft	Mac Office
IT Software	Microsoft	Mac Office 2008
IT Software	Microsoft	Mac Office 2011
IT Software	Microsoft	Office 2003
IT Software	Microsoft	Office 2007
IT Software	Microsoft	Office 2010
IT Software	Microsoft	Office Pro Plus
IT Software	Microsoft	Office Standard
IT Software	Microsoft	Project 2010 Pro
IT Software	Microsoft	Visio 2010 Premium
IT Software	Microsoft	Visio 2010 Pro
IT Software	Oracle	Diagnostics
IT Software	Oracle	Enterprise Edition Database
IT Software	Oracle	Tuning Pack
IT Software	SharePoint	Animal Care



IT Software	SharePoint	Nursing
IT Software	SharePoint	OAB
IT Software	SharePoint	Project Site
IT Software	SharePoint	Risk Register
IT Software	SharePoint	RITS
IT Software	SharePoint	Security
IT Software	SharePoint	Share IT
IT Software	Site License	
IT Software	SPSS	
IT Software	SQL Server	Enterprise - Processor License
IT Software	SQL Server	Enterprise - Server License
IT Software	SQL Server	Standard - Processor License
IT Software	SQL Server	Standard - Server License
IT Software	SQL User/Device	Client Access License (CAL)
IT Software	Visual Studio	Premium
IT Software	Visual Studio	Professional
IT Software	SQL Server	Developer
IT Software	Not Listed	
Learning Services	Blackboard Collaborate	
Learning Services	Blackboard IM	
Learning Services	Blogs	
Learning Services	CLAS	
Learning Services	Classroom Orientation	





Learning Services	Classroom Trouble-Call	
Learning Services	Learning Management System (LMS)	Enrollments/ Course Properties
Learning Services	Learning Management System (LMS)	Course Internal
Learning Services	Webinar Collaborate	
Learning Services	Online Exams	
Learning Services	Syllabus Management	
Learning Services	Academic Mulitmedia	
Learning Services	Connect	
Learning Services	Course Design	
Learning Services	Course Evaluations	Analytics
Learning Services	Course Evaluations	Reporting
Learning Services	Course Evaluations	Survey
Learning Services	CT Connect	V.2
Learning Services	CT Connect	V.3
Learning Services	Curriculum Renewal	
Learning Services	ELMS	
Learning Services	i>Clicker	
Learning Services	Image Repository	
Learning Services	iPeer	
Learning Services	Learning Centre	LC - FTP Accounts
Learning Services	Learning Centre	LC - Other Software/OS
Learning Services	Learning Centre	LC - UBC IT Notices
Learning Services	Learning Centre	LC - Workshops/Training



Learning Services	Learning Tools	
Learning Services	Maple	
Learning Services	Mathematica	
Learning Services	MATLAB	
Learning Services	myCV	
Learning Services	Respondus	
Learning Services	Respondus	Study Mate
Learning Services	RISe (Research Information Services)	Animal Ethics
Learning Services	RISe (Research Information Services)	Biosafety
Learning Services	RISe (Research Information Services)	Ethics
Learning Services	RISe (Research Information Services)	Conflict of Interest
Learning Services	RISe (Research Information Services)	Extended Reporting
Learning Services	RISe (Research Information Services)	Research Grant Administration
Learning Services	Sandbox (Other)	
Learning Services	Sakai	
Learning Services	Social Media	
Learning Services	Statistical	SAS
Learning Services	Statistical	S-Plus
Learning Services	STATA	
Learning Services	STS (Student Tracking System)	
Learning Services	Turnitin	
Learning Services	Typo 3	
Learning Services	Web 2.0	



Learning Services	WebCT Vista	
Learning Services	WebCT Vista	Mobile
Learning Services	Wiki	
Learning Services	Wimba Voice Tools	
Learning Services	Wordpress	
Learning Services	Not Listed	
Multimedia Services	Desktop Conferencing	Movi
Multimedia Services	Digital Signage	
Multimedia Services	Lecture Capture	Mediasite
Multimedia Services	Lecture Capture	Ncast
Multimedia Services	Live Streaming	Mediasite
Multimedia Services	Live Streaming	Quick Time Server
Multimedia Services	Media Conversion	
Multimedia Services	Media Duplication	
Multimedia Services	Telephone Conferencing	
Multimedia Services	Video Conferencing	
Multimedia Services	Video Production	
Multimedia Services	Photography	Coordination
Multimedia Services	Videography	Video extraction
Multimedia Services	Videography	Event Support
Multimedia Services	Videography	Upload to Kaltura
Multimedia Services	Videography	Video Editing & Production
Multimedia Services	Not Listed	



Network Systems	BC Net	
Network Systems	Building Network	General
Network Systems	Building Network	New Installation
Network Systems	Building Network	VRF
Network Systems	Cable Installation	Coax
Network Systems	Cable Installation	Copper
Network Systems	Cable Installation	Fibre
Network Systems	DSL/DirectNet	
Network Systems	File Share	FTP
Network Systems	File Share	
Network Systems	Physical Firewall	
Network Systems	Home Drive	
Network Systems	Network Drive	
Network Systems	Network Drive	W-Drive
Network Systems	Network Drive	H-Drive
Network Systems	Port Activation	
Network Systems	Internet Access Port (IAP)	
Network Systems	Load Balancing	
Network Systems	Load Balancing	Application Layer Administration
Network Systems	Load Balancing	Hosting and Infrastructure
Network Systems	myDNS	Access Permissions
Network Systems	myDNS	DNS Record Administration
Network Systems	myDNS	DNS/DHCP Hosting and Infrastructure





Network Systems	myDNS	General
Network Systems	myDNS	Subdomain Registration
Network Systems	myVPN	Identity-based VPN Pool
Network Systems	myVPN	VPN Client
Network Systems	myVPN	General
Network Systems	Outside Cable Plant	
Network Systems	Physical Network	CCTV
Network Systems	Construction Trailer Set-up	
Network Systems	Physical Network	Data/ TV Port activation
Network Systems	Physical Network	Installation
Network Systems	Physical Server	
Network Systems	ResNet	
Network Systems	ResNet	Outlet
Network Systems	ResNet	Port
Network Systems	Storage	
Network Systems	Switch Replacement	
Network Systems	Systems	
Network Systems	Team Share	
Network Systems	Transmogriifier	Access Permissions
Network Systems	Transmogriifier	General
Network Systems	UBCNET	Port
Network Systems	Virtual Firewall	Access Permissions
Network Systems	Virtual Firewall	Hosting and Infrastructure





Network Systems	Virtual Firewall	Security Policy Administration
Network Systems	Virtual Network	General
Network Systems	Virtual Network	New Installation
Network Systems	Virtual Network	VRF
Network Systems	Virtual Network	
Network Systems	Virtual Server	
Network Systems	Wired	
Network Systems	Wireless	eduroam
Network Systems	Wireless	ubcprivate (Identity-based Wireless)
Network Systems	Wireless	ubcsecure
Network Systems	Wireless	ubcvisitor
Network Systems	Wireless	Wireless Coverage
Network Systems	Not Listed	
Voice Systems	Contact Centre	Auto Attendant
Voice Systems	Contact Centre	Basic ACD
Voice Systems	Contact Centre	Contact Centre
Voice Systems	Emergency Phones	Alarm
Voice Systems	Emergency Phones	Blue Light Phones
Voice Systems	Emergency Phones	Elevator
Voice Systems	Emergency Phones	Red Phone
Voice Systems	Long Distance	Handset
Voice Systems	Long Distance	PBN
Voice Systems	Mobile	Cellular Phones



Voice Systems	Mobile	Pagers
Voice Systems	Phone Services	Cabling
Voice Systems	Phone Services	Handset
Voice Systems	Phone Services	Jack
Voice Systems	Phone Services	Line
Voice Systems	Phone Services	WiTel
Voice Systems	Teleconferencing	Audio
Voice Systems	Teleconferencing	Web
Voice Systems	Voice Mail	Caller's Menu
Voice Systems	Voice Mail	Unified Messaging
Voice Systems	Voice Mail	Voice Mail-Only
Voice Systems	Not Listed	
Web Services	Application Development	
Web Services	Application Hosting	
Web Services	Mobile UBC Web	
Web Services	SiteCore (Content Management System)	
Web Services	SiteCore (Content Management System)	Development
Web Services	SiteCore (Content Management System)	Access
Web Services	Content Publishing	
Web Services	Content Publishing	Client Websites (UBC IT)
Web Services	Content Publishing	IT Websites (UBC IT)
Web Services	Design & Development	
Web Services	Design & Development	Enhancements





Web Services	Design & Development	E-Store
Web Services	Design & Development	New Site
Web Services	Design & Development	Online Forms / Payments
Web Services	Design & Development	Reports
Web Services	Design & Development	Scripting
Web Services	Design & Development	Surveys
Web Services	Design & Development	CLF /Branding
Web Services	Design & Development	Graphics
Web Services	Enrollment & Registration System (ERS)	
Web Services	Newsletter Ssystem (Industry Mailout)	
Web Services	Web Payment Gateway	
Web Services	Mobile UBC Web	
Web Services	Hosting	
Web Services	Survey Tool (UBC IT)	Administrative
Web Services	Survey Tool (UBC IT)	Functionality
Web Services	Web Analytics	
Web Services	Not Listed	