Lines of Service - LCTCS Information Systems

	ALL Peoplesoft Colleges			LCTCS System Bldg
	ERP App Support	ERP Infra Support	ERP Upgrade (v7.6 to v 8.x	
Server Administration				
Patch Management	x			x
HW & Firmware Updates	x			x
DNS Support		x	x	x
Virus Protection		x		x
Server OS and Non-DB Backup Administration	x		x	x
Offsite Storage	x		x	x
Maintanence of Active Directory Forest		x	x	x
Group Polcy Admiistration		x	x	x
Operations/Alarm Monitoring		x	x	x
User Authentication Issues & Security Administration	x	x	x	x
Project Design	x	x	x	x
Project Implementation	x	x	x	x
Capacity and Systems Planning		x	x	x
Procurement	x	x	x	x
Licensing Maintenance & Contract Administration	x	x	x	x
Configuration Optimization	x	x	x	x
Network Engineering				
Capacity & Network Planning		x	x	x
Procurement		x	x	x
Licensing Maintenance & Contract Administration		x	x	x
Operations/Alarm Monitoring		x	x	x
Traffic Monitoring, Reporting & Optimization		x	x	x
Project Design		x	x	x
Project Implementation		x	x	x
Patch Management		x	x	x
HW & Firmware Updates		x	x	x
Cabling & Cable Management		x	x	x
Configuration Optimization		x	x	x
Firewall Security Polices Creation & Maintenance		x	x	x
Virus Mitigation		x	x	x
VPN Administraton		x	x	x
Leased Circuit Administration		x	x	x
Application Hosting Services				
DB Overlays, Cloning, creation and data population	x		x	
Database Maintenance	x		x	
Patch Management	x		x	
Middleware Optimization and Mnagement	x		x	
Databased Backup Administration	x		x	
Database Security Administration	x		x	
Database Connection Management	x		x	
Licensing Maintenance & Contract Administration	x		x	x
Project Design	x	x	x	
Project Implementation	x	x	x	
Capacity Planning	x	x	x	
Peoplesoft Client Image Management		x	x	
Office Productivity Applications				x
Email				x

Lines of Service - LCTCS Information Systems

	ALL Peoplesoft Colleges			LCTCS System Bldg
	ERP App Support	ERP Infra Support	ERP Upgrade (v7.6 to v 8.x）	
Web Services				
LCTCS Website Hosting		x		x
LCTCS Website Backup		x		x
Client Services†				
Peoplesoft Client Specification Management		x	x	x
General Client Specificaiotn Management				x
Client Configuration				x
Client Deploymnet				x
Client Support				x
Peoplesoft Application Support				
Application Modules				
Student Administration				
Student Financials				
General Financials				
Human Resource				
Payroll				
Services Provided for All Modules				
Data Administration	x		x	
Application Security Administration	x		x	
Application Patch & Fix Administration	x		x	
Second Level Helpdesk Support	x		x	
Batch Process Scheduling	x		x	
Report Writing & Customization	x		x	
Process Configuration	x		x	
Implementation Support	x		x	
Project Design & Management	x		x	
Worlflow/Business Process Impact Analysis	x		x	
Second Level Application Support				
Telecommunication Services				
Telecomm Service Adds, Moves, Changes				x
Procrument				x
Cabling				x
First Level Video Conference Support				x
Telecomm Coordinator Services with OTM				x
Video Conferencing Maint. & Contract Administration				x

†Client generally includes desktop, laptops, notebooks, PDAs, Personal Commuication systems (e.g. cell phones)