

Catalogue of the Primary Applications and Services Provided

	Application/Service	Application/Service Name	Description
1	Accounting and human resources	Magion	Comprehensive processing of economic documents, accounting, personnel and payroll agenda.
2	Management information system	Magion MIS	Data analysis for strategic decisions making and planning.
3	Full cost calculation	FullCost	Application of the methodology to determine the full cost in the university conditions.
4	Registry service	Athena	Records of documents delivered and arising from university activities.
5	Study system	STAG/IS	Administration of the study agenda.
6	Postal services		Office 365 management, management of shared mailboxes of workgroups.
7	Library system and databases	ARL, Metalib	Administration of library catalogues, on-line catalogue of books and publications, scientific databases.
8	Telephone services		Telephone exchange, tariffing, mobile service management.
9	Access system for buildings and parking lots, camera systems		Access barriers for the UHK area, card readers for classrooms, control of cabinets, camera systems.
10	File services		Shared folders of workstations, shared folders for learning support, multimedia archive, accreditation material repository, user home folders.
11	Print services	SafeQ	Print servers and printers management.
12	Cloud and virtualization services		Creating project servers, managing servers for virtual desktop management, support of the connection to the Office 365 services, Cesnet OwnCloud.
13	Licensing services		Administration of the licence servers and administration of the licence agreements (MS EES, IBM Statistica, SolidWorks, PowerDesigner, Autodesk).
14	Bibliographic database	OBD	Centralized collection of publication and scientific data.
15	HelpDesk		On-line entry of IT requirements.
16	E-learning	Moodle, Maple T.A	System and Moodle courses administration, Maple T.A. - testing Mathematics.
17	Timetables	Scientia Syllabus Plus	Server and application for creating the timetables management.
18	Theses		System for plagiarism detection.
19	Experience		Records of experience.
20	WWW portal and intranet	www.uhk.cz	UHK website and related intranet web applications (reporting defects, meal vouchers, list of authors' publications, etc.).
21	Separate web applications	EP	Labour records.
22		eVSKP	Records of the university qualifying theses, reservation system of the UHK Archive research room.
23		CarPlan	System for ordering business trips.
24		Reporting of defects on buildings	Fault recording system for the UHK buildings.
25		MobilBenefit	Ordering system for the benefit programme mobile SIM cards for employees.
26		CopyWatch	Print and copy management system linked to Forkys application.
27	Project portals and services		Web portals of scientific boards, web personal pages, project websites.
28	Antivirus services		Central antivirus solutions for end stations and servers.
29	Development of new applications		Development and deployment of the required internal applications.

Infrastructure Services Providing the Operation of the Primary Applications and Services Provided

Service	Description
30 Network services	Network elements (routers, switches, WiFi access points) - realization of local computer network, internet connection, WiFi connection. VPN device - connection from the external network to the local UHK network environment. DNS domain service - ensuring and managing domain names services and IP address translation of the network nodes. DHCP services - automatic configuration of the device network interface.
31 Security	Firewalls - network traffic security solutions.
32 Managing federated services	Linking local login accounts to Office 365. User authentication in SHIBBOLETH/EDUID project (e.g. for users' access to OwnCloud).
33 Directory services	Creating and managing objects in the organizational structure - user accounts, creating groups and managing individual permissions, group policies, login scripts.
34 Certificate services	Management of local certificates and process of requests for publicly trusted TCS certificates.
35 Virtualization	Infrastructure for servers and desktops virtualization, private cloud.
36 Databases	Managing database basis for provided applications and services.
37 Incident management	Incident solutions and systems monitoring.
38 Deployment management	Deploying security and update packages for operating systems, applications and application server, installing computer templates.
39 Backup	Servers' backup, backup of shared storage and home folders.

Hardware Infrastructure

Hardware Type	Description	Number
40 Networking	Cabling systems, optical routes, metropolitan network and wireless technology.	4035 connection points
41 Active elements	Management and maintenance, computer network traffic management.	219
42 Physical servers	Management and maintenance.	64
43 Disk array	Management and maintenance.	7
44 Backup hardware	Management and maintenance of backup tape libraries, servers.	3
45 Telephone exchanges and telephones	Management and maintenance.	7 exchanges - 971 telephones
46 Backup power supplies	Management and maintenance.	14

End-User Support

	Service	Description	Number
47	Ensuring the operation of computer and software technology in the records of UHK		
48	Installation of computer equipment and software according to the needs of users		2965 end devices
49	User support, consulting - assistance in training users, solving technical problems		10075 people with a user account
50	Preparation, coordination and elaboration of technical specifications for tenders		
51	Management of mobile phones and of the mobile phones benefit programme for employees		734 SIM
52	Technical arrangement of sound engineering and projection techniques for UHK educational, professional and social events within normal working days	<p>Technical preparation, training of available AV and IT equipment in the UHK premises according to available technical possibilities of CIT - see technical equipment list.</p> <p>Technical support of AV recording using Mediasite (recording of the screen together with the recording from a static camera in 4: 3 format, the maximum resolution of video recording is 320x240px).</p> <p>AV recording with a static HD camera. Operator training if dynamic recording is required.</p> <p>Preparation of audio recording using Edirol in digital format, operator training.</p> <p>Photo documentation work.</p>	70 hours/month
53	Provision of techniques for audio recording, photographic work		
54	Records and administration of copyrighted works in the UHK records		
55	Prophylaxis of the classroom multimedia equipment		145 data projectors

UHK Service Centre

	Service	Description
56	Identification cards management	
57	Support for printing services	
58	Recharging credit for student cards	
59	Support for uploading theses to eVŠKP	
60	Passwords change, unblocking student's user accounts	
61	Support for wireless connection to the network at UHK	Device configuration.
62	Other services	Printing directly at CS UHK, ring binding, lamination, CD/DVD burning.