



Energized.
Engaged.
Empowered.

UC SANTA BARBARA

2014–2015
ANNUAL REPORT

Administrative & Residential
Information Technology (ARIT)

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2014–2015

Our Year in Review

It began with a clear goal: to do more with technology as efficiently as possible to help advance the goals of both the University of California Santa Barbara (UCSB) and its Administrative Services Division. Here at Administrative & Residential Information Technology (ARIT), we've responded to that goal with decisive steps and a solid record of achievement, making the 2014–2015 fiscal year our most important one yet.



This annual report—our first ever—serves to proudly highlight the extensive work we undertook and accomplished as a team during this period of time. As such, there are three themes to this report:

1. Energized Technology

With bold steps forward in how we deliver information technology (IT) services, more than 1,000 UCSB staff and 10,000 residents benefit today from modern, secure, robust workstations and technology-based services to deliver on our university's mission here at UCSB.

As of the end of this fiscal year, we've made that possible thanks to over 150 vendor and custom-developed applications, and via more than 200 production servers which we directly manage and support from three on-campus data centers (North Hall, De La Guerra and Public Safety) and an expanding presence with Microsoft Azure.

The outcome is unmistakable: a highly energized IT foundation that makes work more efficient and effective here at UCSB. Just as important, it's serving to unlock the power of transformative technology in this great learning environment. Read more details about our achievements in this area in the following sections of this annual report:

- Improved technology infrastructure
- Robust network and security services on campus
- Secure, modern applications in a dynamic learning environment

2. Engaged Community

Here at ARIT, we take great pride in being part of a larger team that's driven to serve, support and succeed. As part of UCSB's Administrative Services Division, ARIT does more than just provide essential IT services to support this thriving institution to help make learning possible. Just as important, we contribute valuable IT know-how into a collective effort that helps the UCSB community to continue to thrive and grow.

Read more details about our achievements in this area in the following sections of this annual report:

- Responsive support to Administrative Services staff and Housing & Residential Services residents
- Dynamic management of IT within campus facilities
- Secure, modern applications in a dynamic learning environment

3. Empowered Workplace

Teamwork is everything here at ARIT. Through our work to plan, develop and implement information systems and related technologies for all departments of the UCSB Division of Administrative Services, ARIT is a key contributor to building a modern, vibrant workplace where people have the tools to make better decisions faster. People can do more with data: thanks to our services and support, UCSB staff backup more than 13TB of data monthly via a university backbone that allows for more expansion into high-performance cloud-based services.

Read more details about our achievements in this area in the following sections of this annual report:

- Dynamic management of IT within campus facilities
- Robust network and security services on campus
- Needs-focused transportation services



"Throughout 2014–2015 ARIT has taken a leadership role, often piloting new technologies and applications for the campus. I am pleasantly surprised how smoothly things have gone, especially from a user standpoint. I look forward to how this group plans and prioritizes on the road ahead."

Martin Shumaker Chief Financial Officer, Housing



"Getting it right at the infrastructure level means that ARIT now has a strong foundation and the flexibility needed to continue providing top-level IT services and support. The potential for innovation to thrive now is really exciting."

Alex Mook Assoc. Director, ARIT Infrastructure



"Everything we do at ARIT is in service to our users. Our decisions are guided by a deep desire to leverage technology as a means of delivering the best possible workplace experience at UCSB."

Sunny Reiner Assoc. Director, ARIT End User Support

What We Do

ARIT delivers secure, dynamic and robust IT systems and services to administrative staff and residents at UCSB. We make that happen by methodically planning, developing and implementing information systems and related technologies for all departments of UCSB. We deliver this against a backdrop of technology that's evolving rapidly, where its use and potential changes daily.

Supporting IT, fostering growth

ARIT's work carries with it an important responsibility: mission-critical support to a university that has played a vital role in the Santa Barbara community for more than 60 years. ARIT aligns IT services with divisional leadership priorities so that all Administrative Services units can provide essential services supporting UCSB in pursuit of excellence in teaching, research and public service.

Organized to support priorities

As part of UCSB's Administrative Services Division, ARIT has seven workgroups, each designed to closely align with business priorities of UCSB:

1. **Technical Infrastructure**—Ensures the Division's servers, data storage facilities and databases stay operational and up-to-date. Just as important, it delivers data backup and disaster recovery services that are optimized to maintain essential business applications within all departments in the Administrative Services Division at UCSB.
2. **Network & Security**—Trusted with the responsibility for all network technology supporting all departments of the Division of Administrative Services. Responsible for all aspects of ResNet: an innovative 24/7 internet service that provides high-performance connectivity to all 10,000+ UCSB residential customers. These services are backed by policy, architectural and training processes to help ensure safe, secure IT services in a learning focused environment.
3. **Application Support**—Responsible for the development, ongoing support and maintenance of all Line of Business (LoB) applications, both vendor and internally developed, to support all business processes across all departments of the UCSB Division of Administrative Services. Evaluates, recommends and implements software systems for this Division as well as feasibility studies, project planning, timetables and deadlines.

4. **End-User Support**—Via a single help desk (isDesk), provides responsive incident tracking and resolution support for more than 1,000 desktop computer users in all departments of the UCSB Administrative Services.
5. **Cybersecurity**—Ensures establishment of secure, safe, reliable technology services and practices within the Division.
6. **Facilities Management IT**—Develops, plans and implements the administration of information systems and related technologies for all sub-departments within Campus Design & Facilities.
7. **Transportation and Parking Services IT**—Develops, plans and implements administration of information systems and related technologies within the Division's Transportation & Parking Services.

ARIT by the numbers

13TB

Total volume of monthly data backups.

45K+

Number of email messages processed through ARIT's servers daily.

40%

Percentage of email traffic that is successfully identified as unwanted junk mail.

1K+

Full-time staff workstations supported.

150+

Vendors and custom applications supported.

200+

Production servers supported through three data centers.

10K

Residents supported by ResNet.

50+

Smart parking meters installed across UCSB campus.

Worldwide

Scope of desktop access for Administrative Services staff, thanks to ARIT's installed virtual desktop environment.

Incidents and service requests

Here's how ARIT's total number of IT-related incidents and service requests breaks down by activity during the report period.

Activity	Total Incidents	Total Service Requests
Access and Accounts	282	557
Applications	283	82
End User Support	1,246	708
Facilities Management Support	352	134
Network	341	20
ResNet	1,662	20
Server	476	32
Transportation & Parking Services Support	154	176
TOTAL	5,458	1,942

What We've Accomplished Together

Outcomes matter here. And ARIT is proud of what it has achieved as a team throughout the 2014–2015 fiscal year in that regard. There are seven broad areas where our efforts have served to shape, strengthen and solidify UCSB Administrative Services' goal of excellence.

Improved technology infrastructure

The Technical Infrastructure group at ARIT focuses on ensuring that IT delivers more services and support in less time at greater value to UCSB staff and residents.

ARIT Achievement	What this means for UCSB
Implemented security enhancements for custom and vendor web applications.	Safe, robust technology services that ensure compliance with University Cybersecurity practices.
Implemented cloud-based services, including SharePoint Online, Lync Online (Office365) for Admin Services.	Cloud-based services that help staff access and manage their data more efficiently.
Provided CJIS (Criminal Justice Information Services) compliant infrastructure for UCSB Police Department.	Modern, reliable policing tools to help ensure protection and safety of the university police community.
Provided the continuation of standardized infrastructure for North Hall Data Center (NHDC).	Reliable, secure, modern IT services across a safe, secure backbone.
Managed migration of critical server system assets to NHDC.	Improves IT infrastructure within Administrative Services resulting in greater reliability and better performance.
Implemented Dell 8000 for off-site replication of backups from North Hall Data Center to De La Guerra.	Greater reliability and better performance of backups. Data center will also serve as a satellite DR Data center.

Robust network and security services on campus

Throughout 2014–2015, ARIT's Network & Security Group provided information security expertise to the UCSB campus community.

ARIT Achievement	What this means for UCSB
Implemented HRS Next Generation Aruba Wireless Controller.	Better, more robust wireless networking, ensuring institution-grade network security monitoring and vulnerability management steps so that staff and residents can connect and communicate with confidence.
Designed and implemented HRS Sierra Madre Core, Edge and Wireless Network.	
Wireless refresh at HRS San Miguel, San Nicolas, Santa Rosa, San Clemente, Santa Catalina and Dining Commons.	
Completed HRS West Campus Cable Modem Plant Upgrade Phase 1.	
Completed HRS Controls network redesign and network migration.	
Conducted FM initial network review, audit and intake, as well as critical system diagnosis.	
Addressed fire alarm communication issues.	
Conducted PD initial network Review, audit and intake, as well as firewall initial rule, NAT and configuration audit.	
Conducted EHS initial network review, audit and intake, as well as ARIT Financial System Firewall and VPN network design, implementation and handoff.	

Secure, modern business applications for essential campus services

Opportunities for essential campus services excellence: they grow exponentially in a university setting when the workplace is equipped with applications that meet the specific needs of people they are meant to serve. That's why ARIT's **Application Support Group** is proud of its 2014–2015 achievements. Together, we have assembled a suite of technology tools that help both staff and residents do more—and learn more—in less time.

ARIT Achievement	What this means for UCSB
Ensured enhanced security for custom and vendor-based web applications.	Secure, reliable technology services and support at over 1,000 workstations.
Implemented Office 365, which includes SharePoint Online, Skype for Business for Admin Services staff.	Cloud-based services that help staff to access and manage their data more efficiently.
Established CardSmith for UCen (campus) Access Card to support Residential Dining integrations.	Provides UCSB students with reliable, secure access to residence dining facilities via a single UCSB Access Card.
Implemented Residential Management Suite Mercury Portal Authentication Integration, allowing residents to log in using their UCSB NetID.	Modern application upgrade with improved security practices resulting in safer, reliable technology services.
Police Department responsibility for IT Services and business applications.	Modern application upgrade with improved security practices resulting in safer, reliable technology services.
Developed and launched new online dining menus.	Simple, efficient, mobile-friendly method for students to be informed of dining menu and to plan their meal choices.

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ARIT Achievement	What this means for UCSB
Provided the continuation of standardized infrastructure for North Hall Data Center (NHDC).	Safe, robust technology services that ensure greater reliability and better performance.
Managed migration of critical server system assets to NHDC.	Safe, robust technology services that ensure greater reliability and better performance.



Responsive support to admin services staff and housing residents

Through isDesk, ARIT's **End-User Support Group** provides more than 1,000 desktop users and over 1,100 end-point devices (i.e., workstations, laptops, printers and mobile devices) with top-of-the-line support. The scope of this support extends to all departments of Administrative Services and all Administrative Services staff.

ARIT Achievement	What this means for UCSB
Expanded support oversight to the Vice Chancellor's Office, Human Resources, the University Center, Police Department and Central Stores.	Brings all Administrative Services departments under ARIT service and increasing the support resources available to these areas.
Deployed Windows 7 workstations for all of Housing & Residential Services (over 400 users) and deployed Microsoft Office 2013 to nearly all Administrative Services workstations.	Consistent, modern, reliable workplace productivity applications for staff and residents.
Implemented and refined new vulnerability patching software (GFI) for Housing & Residential Services.	Allows for better management of patches and updates on end-point devices.
Began migration of users and computers to Sophos Cloud end-point protection. More than half of Administrative Services have converted: the rest are scheduled for 2016.	Migration in support of divisional security initiative.
Implemented Skype for Business (Office 365) for Admin Services.	Integrated instant messaging and videoconferencing services within suite of workplace productivity applications.

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ARIT Achievement	What this means for UCSB
Provided training and migration of online calendaring from Oracle Corporate Time to Connect (Google) Calendar.	Online calendar services (via Google) for UCSB faculty and staff.
Implemented new imaging deployment in HR and Police Department.	Reduces amount of time required to build up a new machine for users.
Deployed new isDesk software, ServiceNOW, and expanded to all departments in Administrative Services. Further, ServiceNow administrators worked in tandem with ETS as they developed and deployed their service catalog, ensuring service to ARIT users was not disrupted.	Better applications, introducing online ticketing service to many areas that previously had no formal request and reporting process. Areas responded to over 5,000 incidents and nearly 2,000 requests.
Converted outdated FileMaker databases to PHP intranet with MySQL backend in HR.	Ensures database system is more stable and secure, allowing for migration from old hardware.
Supported conversion of Police video system from COBAN to WatchGuard, removed administrative rights from user computer throughout the division, introducing a security best practice and reducing potential compromises, and assisted in upgrade of 911 system in the Police Department.	Better security practices and essential UCSB Police department services.
Provided system to electronically check-in nearly 8,000 residents on move-in weekend.	Served largest move-in population to date. This included a new off-site concept requiring alternative technical solutions.

ARIT Achievement	What this means for UCSB
Upgraded <i>DigiKnow</i> Content Management system for Housing & Residential Services to latest version, ensuring the ability to continue integration with Emergency Alert system.	Better services, creating real-time connections to data sources.
Assisted in analysis and enhancements to Housing & Residential Services' Intranet (<i>HomeBase</i>).	Better services, creating real-time connections to data sources.



Cybersecurity preparedness

With responsibilities for all areas of security practices, policies and end-user awareness within Administrative Services, ARIT's **Cybersecurity Program** made major progress in 2014–2015 in safeguarding IT on campus.

ARIT Achievement	What this means for UCSB
ARIT led effort to create the first cybersecurity program at the Division level for UCSB at the same time developing a model that can be replicated across the UCSB federated IT model.	This has enabled every department in the Division to become more secure, maintaining confidentiality, integrity and availability.
Standardized and formalized Cybersecurity Policies & Process.	Aggregating cybersecurity data across multiple Departments has allowed us to create Best Practices, Guides and Policies for managing our infrastructure. We have utilized expertise from pockets of excellence within the Division that has allowed this knowledge to be utilized across the Division.
Leveraged existing knowledge for the benefit of the Division by Establishing External & Internal Partnerships (<i>Stop. Think. Connect.</i> , <i>National Cybersecurity Alliance</i> , <i>Anti-Phishing Working Group</i> , <i>Higher Education Information Security Council</i>). Also collaborations with Sam Horowitz, Kevin Schmidt and Todd Atkins of ETS, plus Audit & Advisory Services.	Leveraging the knowledge of our partner organizations has accelerated our ability to create meaningful content to distribute to students staff and faculty.

ARIT Achievement	What this means for UCSB
<p>Ensured increased cybersecurity awareness for students, faculty and technicians, including social media campaigns, <i>DigiKnow</i> video campaign, National CyberSecurity Awareness Month, Monthly Cybersecurity Presentation For Technicians, Cybersecurity Tip of the Month.</p>	<p>Creating a cybersecurity awareness campaign has allowed our digital citizens the ability to stay safer and more secure online.</p>
<p>Identified and facilitated cybersecurity awareness initiatives.</p>	<p>Performing the SANS 20 Security Maturity Survey division-wide has allowed us to identify and target some important initiatives that increase the security posture of the Division. Also engaged: 3rd party source code reviews; external web server penetration & vulnerability testing; Sophos Cloud end-point security; Police Department CJS compliance; SQL server security ongoing admin training; password management application tuning; NetScaler secure web gateway implementation; physical security for ARIT offices (in process).</p>

Dynamic management of IT within campus facilities

The **Facilities Management IT Group** is proud of its many achievements in the 2014–2015 fiscal year, helping to ensure that campus facilities continue to provide a great experience to staff and residents.

ARIT Achievement	What this means for UCSB
Continued development and support of Prolog Converge, including: Construction Project Software Upgrade; user and admin training; and technical writing and process improvement coaching.	Supporting the launch of Prolog Converge as platform of choice for Design & Construction Service staff.
Assumed duties as Technical Lead for Fiscal Project to migrate to PeopleSoft Project Costing.	Supporting the launch of new campus-wide financial system.
Developed a Downtime Prevention Plan for the UCSB campus fire alarm system.	Enhanced safety for residents and staff.
Migrated the DEP system from PartsNet to TMA for Issue Slip and Invoice processing.	Replace outdated, obsolete systems with newer more secure and reliable applications that help staff access and manage their data more efficiently. Indirectly, students benefit through improved campus facilities.
Eliminated all Windows 2000 and 2003 servers from FM IT operation, and implemented policy to require BitLocker on all laptops.	An important enhancement to campus security, elimination of these servers and introduction of new policy means staff and residents enjoy more robust IT with more stringent security.
Started monthly “FM IT Tech Talk Thursday” sessions with presentations by FM IT team members.	First use of Skype to reach virtual attendees.

ARIT Achievement	What this means for UCSB
<p>Completed active directory upgrade to Windows 2012 and upgrade to Office 2013; migrated or decommissioned 22 Windows servers from the FM Server Room; began testing use of “Remote Desktop Services” on Windows 2012 to replace aging terminal servers; replaced aging network switches; initiated planning for implementation of WIFI for the FM “Yard;” upgraded and replaced old network connection to various controllers on campus; completed project management class; and improved meeting areas with large screen monitors, projectors and computers.</p>	<p>Consistent, modern, reliable workplace productivity applications for staff and residents.</p>
<p>Continued North Hall Data Center (NHDC) migration of existing and new FM server resources.</p>	<p>Safe, robust technology services that ensure greater reliability and better performance.</p>



Needs-focused transportation services

The **Transportation & Parking Services IT Group** is proud of its many achievements in the 2014–2015 fiscal year, helping to ensure that campus parking continue to provide a great experience to faculty, staff and residents.

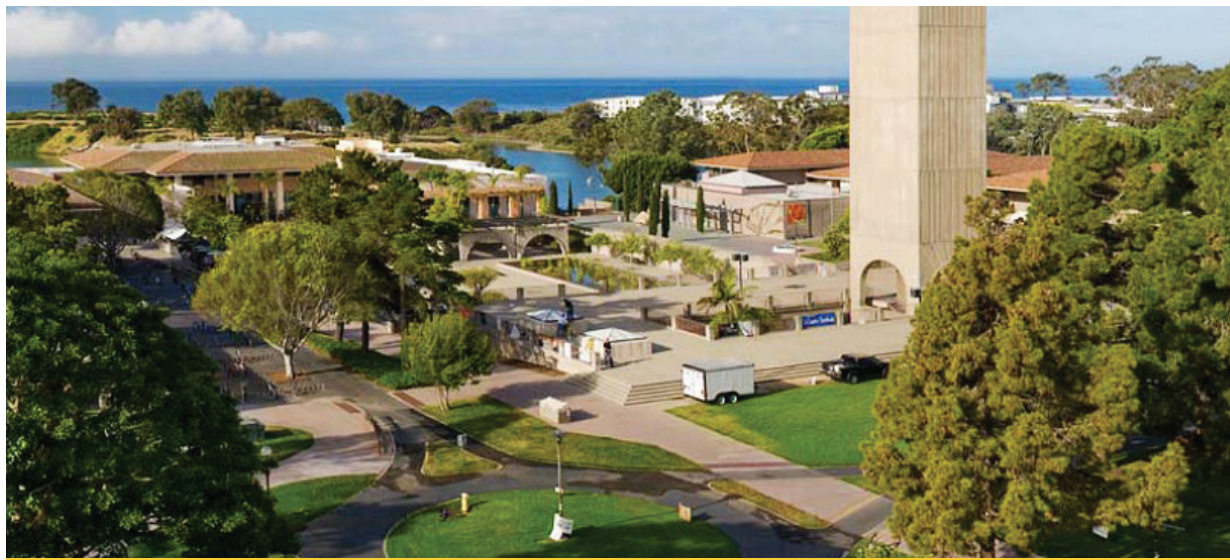
ARIT Achievement	What this means for UCSB
Introduced 59 credit card accepting single space parking meters at various locations on campus.	Support for smart payments: coinless electronic only (i.e., debit and credit card) payment at campus parking meters, providing real-time data on meter status, as well as more parking options for campus visitors.
Added four additional parking permit dispensers in locations throughout campus to provide additional support in key lots.	After installing, there was a significant drop in citation issuance in a few of these locations. Also provides greater visibility to parking permit dispensers, thus improving customer service and public image.
Streamlined citation notification letters.	Better, more efficient service: decreasing from four letters to two letters sent for each citation issued.
Server migration to North Hall. Also created a new domain controller to address issues with hardware the domain controllers were running on. Created a new web server to migrate non-Drupal sites. The next stage of migration is to test VMWare utility to migrate new key controller server.	First server to be migrated was the file since Windows 2003 is no longer supported.

Contact Us

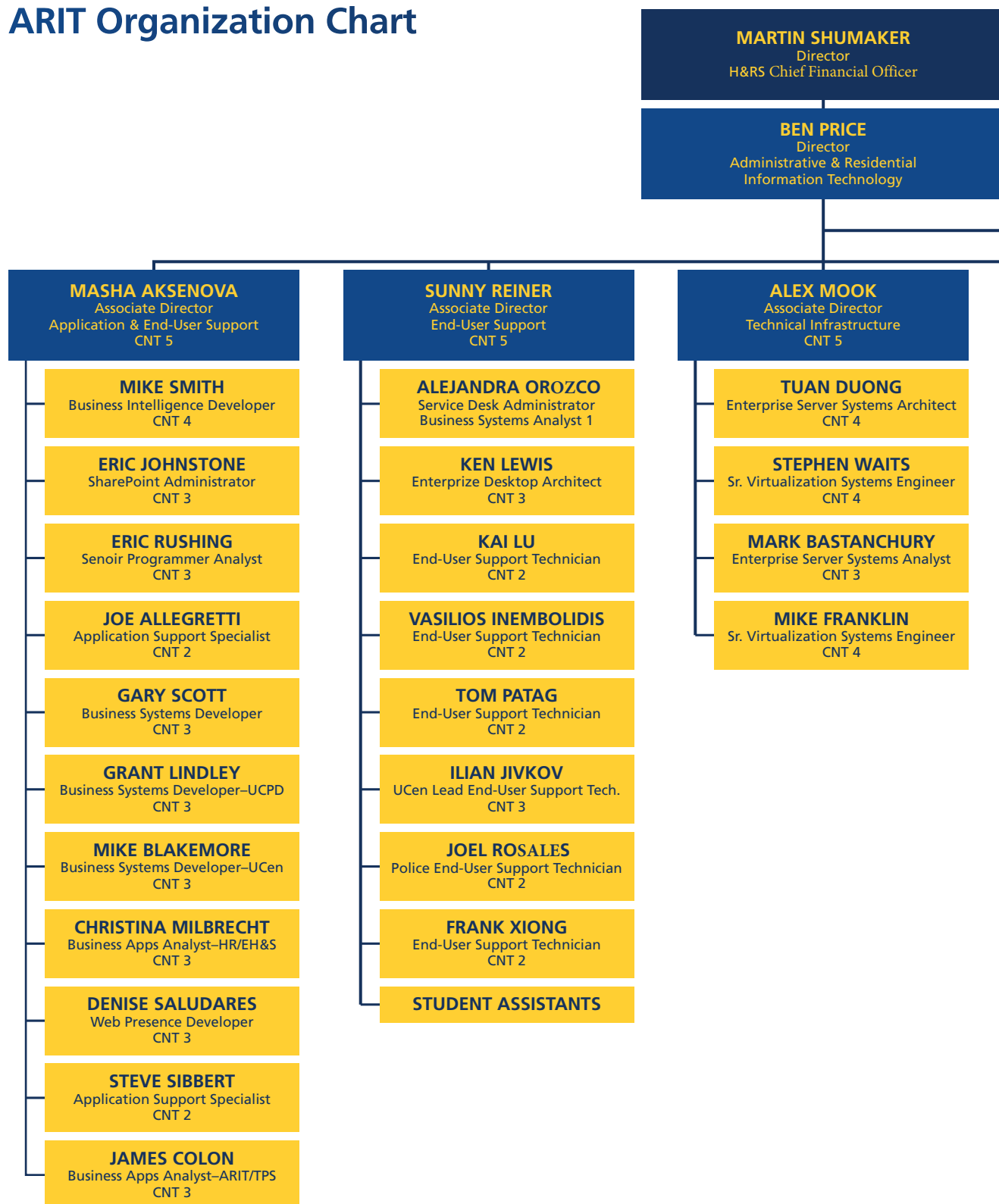
For more information about ARIT and its services in support of UCSB's Administrative Services Division, visit us online, or contact us at:

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Santa Barbara, CA 93106

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Appendix A: ARIT Organization Chart



KIP BATES
Associate Director
Security & Special Initiatives
CNT 5

ALEX CARREÑO
Associate Director
Network & Security
CNT 5

JOHN NIESSEN
Senior Network Architect
CNT 4

BRANDON KAY
Senior Edge Network Engineer
CNT 3

DYLAN BOLF
ResNet Technician
CNT 1

**STUDENT NETWORK
CONSULTANTS (NCs)**

GARY FIX
Manager
Facilities Management IT
CNT 4

HYUN YU
Enterprise Server Architect-FM
CNT 3

MATTHEW MCKENZIE
Enterprise Desktop Architect-FM
CNT 3

AMY PASKO
Application Support Developer-FM
CNT 3

(RECRUITMENT)
Business Systems Developer-FM
CNT 3

SUZY NESPOR
Manager
Transportation & Parking Services IT
CNT 3-Sup

JONATHAN COPP
End-User Support Technician
CNT 2

TIM KING
TPS Technician
CNT 1

Appendix B:

Line of Business (LOB) Applications

Name of Application	App/System Type	Primary Application Function	Department
Advocate (by Symplicity)	Vendor Product	Judicial Affairs system for tracking resident conduct	HRS
Apartment Living Sharepoint Sites	Third Party Customized	Resident information system	HRS
Appointment Plus	Vendor Product	Community Housing student appointment scheduling	HRS
BARC Extract Job	Custom Developed	Housing & Residential Services billing to BARC	HRS
CBORD Solutions	Vendor Product	Residential Dining system	HRS
CheckBox	Vendor Product	Resident survey and information collection	HRS
CHO Advising Intake Project - Parature	Vendor Product	Community Housing student help desk system	HRS
Conference Expense Tracking System	Custom Developed	Microsoft Access for tracking summer expenses.	HRS
Crystal Reports on the Web	Vendor Product	SQL reporting system	HRS
DEA-EMS	Vendor Product	Room/Facility booking system	HRS
DigiKnow (Four Winds Interactive)	Vendor Product	Digital Signage system	HRS
EMS	Vendor Product	Environmental Management System - management for boilers	HRS
ServiceNow	Vendor Product	isDesk - IS help desk system	
Housing Sharepoint Intranet (HomeBase)	Third Party Customized	H&RS Intranet and content management system	HRS
Kronos timekeeping portal, Crystal Reporting, Timekeeping Manager App	Vendor Product	Timekeeping system	HRS
Kx (Conferencing, BnB, Registration, Financial)	Vendor Product	Conference Services system	HRS

Name of Application	App/System Type	Primary Application Function	Department
Lenel (formerly Bosch)	Vendor Product	e-key system for all Housing buildings	HRS
Major Maintenance System	Custom Developed	H&RS Major Maintenance purchasing system	HRS
Meal Takeout Online	Custom Developed	Resident dining program for take-out orders	HRS
Off Campus Housing System -Logic Domain	Vendor Product	Community Housing system for student rentals	HRS
Off Campus Meal Plan	Custom Developed	Resident dining for non-ResHall contracts	HRS
OneCardDataPrep	Custom Developed	Ucen Access Card integration with Lenel for all residents	HRS
Quickbooks	Vendor Product	Resident Hall Association (RHA) accounting software	HRS
Resident Printing Services (PaperCut NG)	Vendor Product	ResNet Printing service for all residents	HRS
RMS Version 5.3; RMS Mercury 2.1	Vendor Product	Resident Management System for all H&RS bookings and billing	HRS
Student Employment System	Custom Developed	H&RS student staff application and review system	HRS
Student Housing Application Personal Preferences	Custom Developed	Resident submission of Housing preferences	HRS
Student Housing Application System	Custom Developed	Resident application for qualified housing by quarter	HRS
TMA	Vendor Product	Work request systems for all Housing and campus facilities	HRS
Where Students Live (WSL)	Custom Developed	Community Housing Office system for reporting all Student	HRS
ABC software	Vendor Product	Faculty Club POS system	HRS
Room Condition Report (SharePoint, splat portal)	Custom Developed		HRS
ClubEssential	Vendor Product		HRS
Agilysys POS	Vendor Product		HRS
PeopleSoft Project Costing	Custom Developed	FM Financial System for Labor and Expense Recharging.	HRS

Name of Application	App/System Type	Primary Application Function	Department
PROLOG	Vendor Product	Construction Project Management System	FM
PartsNet	Vendor Product	Stockroom Inventory Tracking System	FM
WebPas	Custom Developed	FM Financial System for Contract Projects Fiscal Tracking	FM
InvoiceLedger	Custom Developed	FM Invoice Ledger system	FM
DEP	Custom Developed	FM Financial Data Processing	FM
Facilities Public Internet Web Site	Custom Developed	Provides Information, Resources to External Customers	FM
Facilities Private Intranet Web Site	Custom Developed	Provides Information, Resources to internal Customers	FM
Energy Website	Vendor Product	Provides Information, Resources to External Customers	FM
Recycling Website	Custom Developed	Provides Information, Resources to External Customers	FM
TimePersonnel	Vendor Product	FM time/personnel system	FM
WebWorks	Vendor Product	Legacy work order data	FM
LENEL	Vendor Product	Card Access for Building entry.	FM
Matrix AppXtender system (Archive)	Vendor Product	Scanned drawings	FM
Matrix AppXtender system (Zotac)	Vendor Product	Construction documents repository	FM
Paul's "Drawing Search"	Custom Developed	Scanned drawings management	FM
FM HelpDesk	Custom Developed	FM IT Request System	FM
Contracts Intranet	Custom Developed		FM
LockWorks	Custom Developed	Key/Lock System	FM
Elevator FileMaker v7	Custom Developed		FM
Asbestos website (ColdFusion)	Custom Developed		FM
LRDP planning website (hosted by geography)	Custom Developed		FM

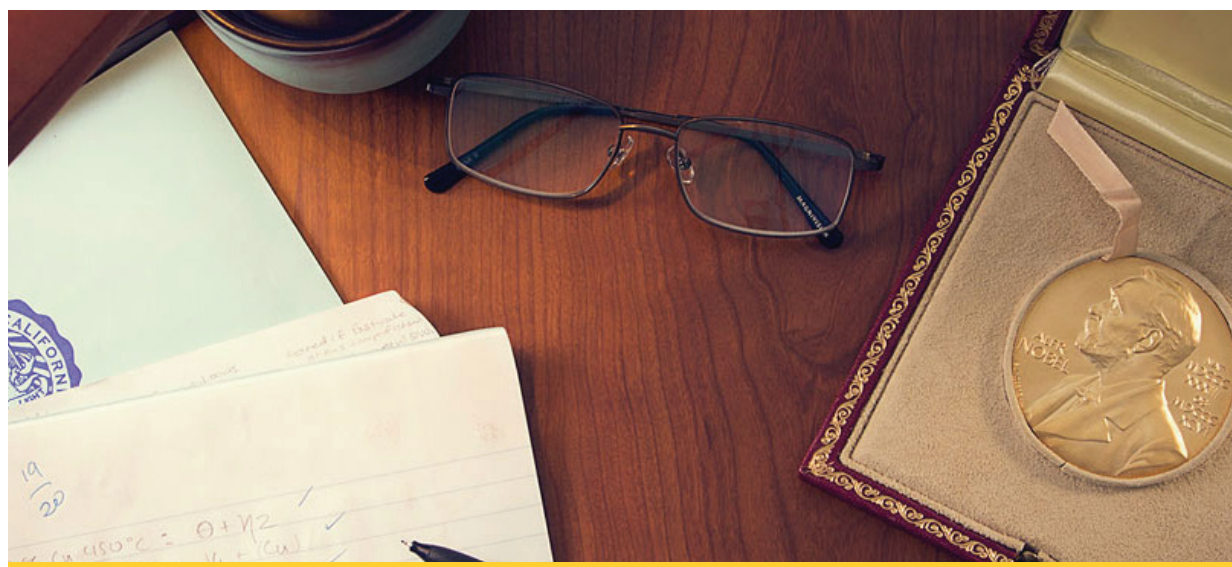
Name of Application	App/System Type	Primary Application Function	Department
Mitigation Monitoring report (MS Access)	Custom Developed		FM
OASIS (irrigation controller)	Vendor Product		FM
T2 - Flex	Vendor	Point of Sale - Enforcement - Adjudication	TPS
Ebiz - E-Commerce T2	Vendor	Point of Sale - Adjudication	TPS
EMS - Enterprise Management System	Vendor	Permit Dispenser Management & Reporting System	TPS
Authorize.Net	Vendor	Credit Card Processing - Reconciliation	TPS
Client Line	Vendor	Credit Card Processing - Reconciliation	TPS
TMS Transportation Management System	Custom Development	Vehicle Fleet management	TPS
GSPS - Guest Services Permit System	Custom Development	Guest permit management system (Recharge Only)	TPS
EPMS Events Management System	Custom Development	Event Parking Manage system (recharge Only)	TPS
FCPS - Front Counter Permit Sales	Custom Development	Permit Sales for Departmental use (Recharge Only)	TPS
Dibos	Vendor	Permit Sales Security Camera System	TPS
Morse Watchman's Key watcher III	Vendor	Key Security	TPS
Key Keeper	Vendor	Key Security	TPS
ISE Write	Vendor	Digital sign @ the East Gate	TPS
AllData	Vendor	Vehicle diagnostics	TPS
Permit Dispenser Customer Service Log	Custom Development	PD Maintenance/Repair/Customer Call out log	TPS
Ganis	Vendor	In-Vehicle Parking Meter - IVPM	TPS

Name of Application	App/System Type	Primary Application Function	Department
Zip Car	Vendor	TAP Member management	TPS
Zim Ride	Vendor	TAP Member management	TPS
T2 Handheld citation writer	Vendor	Citation issuance	TPS
"When to Work "	Vendor	Student employee schedule maintenance	TPS
SFT - DMV Secure Interface	Vendor	Adjudication	TPS
FTP - Data Ticket Secure Interface	Vendor	Adjudication	TPS
Crystal Reports	Vendor	Reporting tool	TPS
TRAN Accts. Payable Shadow system	Custom Development	Invoice payables shadow system	TPS
AccessProxWeb	Developed in-house	Provides Access Card data and pictures for Facilities & UCPD	UCEN
Agylisys	Vendor Product	POS for UCen Dining	UCEN
Bookstore Inventory	Developed in-house	automates bookstore inventory (every June, and as needed)	UCEN
Card-IT	Vendor Product	makes One Card, updates TotalCard db	UCEN
CBORD Food Service Suite	Vendor Product	inventory, recipes for UCen Dining	UCEN
EMS	Vendor Product	conference room reservations	UCEN
Extension	Developed in-house	uploads UCSB Extension student data to TotalCard	UCEN
Faculty and Staff as400up	Developed in-house	uploads staff data to TotalCard	UCEN
Hypercom TermMaster CONNECT	Vendor Product	Programs Access Card terminals	UCEN
In-Site	Vendor Product	MBS product for taking orders through bookstore website	UCEN
IS Inventory	Developed in-house	Tracks maintenance warranties an software maintenance agreements	UCEN
MBS	Vendor Product	inventory, accounting, POS for Bookstore	UCEN
Network Request	Developed in-house	facilitates requests for UCSBNetID's for conferences	UCEN

Name of Application	App/System Type	Primary Application Function	Department
post.mdb	Developed in-house	mailboxes and forwarding addresses	UCEN
Purchase Orders	Developed in-house	prints purchase orders	UCEN
Receiving Log	Developed in-house	tracks merchandise received by bookstore	UCEN
Schlage SMS (LockLink)	Vendor Product	programs door access in Ucen	UCEN
Signmaker	Developed in-house	makes signs for bookstore	UCEN
SpoolFlex	Vendor Product	Generates pre-printed forms for the Bookstore	UCEN
Summer Meals Report	Developed in-house	reports to HRS meal activity of summer conferences	UCEN
TotalCard	Vendor Product	db for One Card, hence campus door access, meal plans, etc.	UCEN
UPS WorldShip	Vendor Product	Imports data from In-Site and processes shipments through UPS for the Bookstore	UCEN
Warehouse Log	Developed in-house	tracks inventory of clothing in stock at bookstore	UCEN
Automated Records Management System (ARMS)	Vendor Product	Law Enforcement and EMS	UCPD
Pallas Phone System	Vendor Product	Police Telecommunications system	UCPD
Key Watcher	Vendor Product	Key ring and user assignment system	UCPD
Watch Guard	Vendor Product	Police in-car video systems for law enforcement	UCPD
ARMS	Vendor Product	Computer Aided Dispatch	UCPD
CLETS	Vendor Product	Police records from the state and other law enforcement entities	UCPD
NetMotion Wireless	Vendor Product	Provide for a secure communication of mobile devices to the police network	UCPD
Filemaker - Various	Custom Developed	Various - may include information for traffic classes to citations	UCPD
Vesta	Vendor Product	Provides for recording of emergency calls and tracking	UCPD
ONYX	Vendor Product	Campus Emergency Alarm	UCPD

Name of Application	App/System Type	Primary Application Function	Department
Motorola Radio Systems	Vendor Product	Police/CSO Radio communications	UCPD
IP Cameras	Vendor Product	Mostly web based access to several camera systems on campus	UCPD
Pyxis Audiolog	Vendor Product	Management software for dispatch recording system	UCPD
Tracker Software	Vendor Product	Database of Lost & Found Inventory/Evidence/CSO Bike Impound	UCPD
HR Intranet - HR Memos	Custom Developed	A historical record of relevant department and campus memos	HR
HR Intranet - Comp Equity	Custom Developed	Keeps track of comp equity and reclass requests and outcomes	HR
HR Intranet - Comp Equity	Custom Developed	Keeps track of comp equity and reclass requests and outcomes	HR
HR Intranet - Milestones	Custom Developed	Keeps track of employee service credit milestones	HR
HR Intranet - Salary Scales	Custom Developed	A historical record of Salary Scales	HR
HR Intranet - Emeriti	Custom Developed	Keeps track of Emeriti lists and dues	HR
HR Intranet - Loans	Custom Developed	Keeps track of Employee Loans	HR
HR Intranet - Cal Casualty	Custom Developed	Generates Employee mailing list for A+ Insurance	HR
HR Intranet - Health Care Facilitator	Custom Developed	Tracks Health Care Facilitator cases and outcomes	HR
HR Intranet - Access Card List	Custom Developed	Generates Access Card List for the UCEN	HR
HR Intranet - Unemployment Insurance	Custom Developed	Keeps track of Unemployment Insurance Claims and Payments	HR
HR Intranet - Dilling Yang Foundation	Custom Developed	Keeps track of Dilling Yang Scholarships	HR
FileMaker DB - PPS Clients	Third Party Customized	Keeps Track of PPS Classes and attendees	HR
FileMaker DB - Background Checks	Third Party Customized	Keeps Track of New Employee Background checks	HR
FileMaker DB - ET Contracts	Third Party Customized	Keeps Track of Campus Contracted Employees	HR

Name of Application	App/System Type	Primary Application Function	Department
FileMaker DB - ET Prefirehire	Third Party Customized	Keeps Track of Campus Preferential Rehires	HR
FileMaker DB - UCOP Institutes	Third Party Customized	Keeps Track of UCOP Institutions	HR
FileMaker DB - PPS Tables Reformatted	Third Party Customized	Custom load of PPS Tables with additional linked info	HR
Hazardous Waste Collection	Vendor	Hazardous Waste inventory	EH&S
Web Diver	Custom Developed	EH&S, departments that conduct research dives	EH&S
iTrak (ICS Event Manager)	Vendor	Vessel Monitoring System	EH&S
Training	Custom Developed	Campus EH&S training/ compliance	EH&S
TeamMate EWP	Vendor Product	Complete Audit Documentation System	Audit





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