

Service	Audience		Equivalent Functionality	Notes	Service Owner
	Student	Staff			
ARIS		Y	Yes		Enterprise Architecture
Assistive Technology	Y	Y	x	This is about is providing software/hardware to on campus students	Personal Computing
CMS Authoring		Y	Yes		Applications
Communication Charging Information (IAS Internet Expense Management)	Y	Y	Yes		Communications Technology
Communications Directory	Y	Y	Yes		Communications Technology
CSU Replay	Y	Y	Yes		Applications
Data conferencing - Bridgit		Y	Yes		Personal Computing
Desktop Computer Environment Support (SOE)		Y	Yes		Personal Computing
Discount Purchasing	Y	Y	Yes		Computer Shop
Disposal of IT Equipment		Y	x	Non-Network related Service	Computer Shop
Eduroam	Y	Y	No	On-Campus service only	Communications Technology
Email and Calendar		Y	Yes	Free/Busy time not available through Outlook Web Access prior to Exchange 2013	Infrastructure
Fax Services		Y	x	On-Campus service only	Communications Technology
File Storage (P&S)		Y	No	No current ability to access without VPN. Plan to address through "P: and S: replacement" ICT-SWR?	Infrastructure
Forums	Y	Y	Yes		Applications
Google Search Appliance	Y	Y	Yes		Infrastructure
Identity and Access Management (IGMS & Temporary Access & Operators Page)		Y	x	Can't access IGMS off-campus without VPN. This is by design	Applications
Interaction Client		Y	No		Communications Technology
Internet Access (IAS Access Level)	Y	Y	x	Facilitates access to internet from inside the CSU Network Firewall	Communications Technology
IT Assistance and Technical Support	Y	Y	Yes		Client Services
IT Induction		Y	Yes		Client Services
IT Purchasing for University Use		Y	Yes		Computer Shop
IT Purchasing for Work at Home and Personal Use		Y	Yes		Computer Shop
IT Service Disruption Page	Y	Y	Yes		Applications
Laboratory Computing Facilities	Y		x	We don't provide equivalent to off-campus students. Currently considering VDI / virtual app store solution to help address the gap.	Personal Computing
LANDesk	Y	Y	Yes	Desktop Client uses Domain authentication - Web interface less useful than client	Client Services
Laptop Lending	Y		x	We don't provide long term or off-campus computer lending.	Personal Computing
Large File Sending (Cloudstore)	Y	Y	Yes		Infrastructure
Microsoft Office Communicator - Instant Messaging		Y	No	Video Conferencing and File Transfer not available in Communicator Web Access	Infrastructure
Microsoft Student Advantage Program (Office365)	Y		Yes		Infrastructure
Papercut	Y	Y	x	On-Campus service only	Personal Computing
Password Management	Y	Y	No	Changing passwords off campus has some issues. Local password and remote password don't sync.	Applications
Personal Web Publishing Account (Athene(CSUSAP))	Y	Y	Yes		Infrastructure
Pharos	Y	Y	x	On-Campus service only	Personal Computing
Printing	Y	Y	x	On-Campus service only	Personal Computing
Residential Student Room Telephones	Y		x	On-Campus service only	Communications Technology
Residential Wired Network	Y		x	On-Campus service only	Communications Technology
Residential Wireless Network	Y		x	On-Campus service only	Communications Technology
Single Sign-on (Shibboleth)	Y	Y	Yes		Infrastructure
Software Downloads	Y	Y	Yes		Personal Computing
Software Installation Rights		Y	Yes		Personal Computing
staff.csu		Y	Yes		Applications
Technical Support for Videoconference Classes	Y	Y	x	On-Campus service only	Client Services
Teleconferencing		Y	Yes		Communications Technology
Thin Client	Y	Y	Yes		Personal Computing
Trim		Y	x	No Web interface	Enterprise Architecture
Videoconferencing	Y	Y	No	Desktop VC not available from via Communicator Web Access - Conferences from outside organisations often require manual configuration	Communications Technology
Virtual Private Network	Y	Y	x	Facilitates access to CSU Network from Outside CSU Network	Communications Technology
What's New	Y	Y	Yes		Applications
Wireless Network	Y	Y	x	On-Campus service only	Communications Technology
Workspace Telephone		Y	x	On-Campus service only	Communications Technology
Workspace VOIP Telephone		Y	x		Communications Technology

Student Facing	32
Staff Facing	45
Equivalent Function	27
Degraded Function	5
Not Applicable	19

Equivalent Funcionality - Key
x -- Not applicable to this service - Only used on CSU Network
Yes -- The service has the same or equivalent functionality outside the CSU network
No -- Less functionality when used from outside the network