

UPDATED 03/2016: The IT functions page has been updated with a new list thanks to the great conversations and feedback received from the campus community. The latest version includes numerous additions and an updated Development section reflecting the community's input. Please review and continue to provide feedback as we work collaboratively to bring UCF IT together.

IT Service Management	
Function	Definition
Shared Services	
Relationship Management	Works with the business units (colleges/divisions) to ensure that services and products meet our customer needs.
Strategy	Reviews aspects of IT services, functions, roles, etc. Develops documentation, road maps, diagrams, structures, etc. supporting the provisioning of IT services to customers.
Administrative Services	
Portfolio Management & Planning	
Project Management	
Portfolio Management	Manages a portfolio of service or projects.
Business Analysis	
Performance Management	
ITIL Process Improvement	Coordinates the essential processes around delivery of quality IT services, based on the ITIL framework.
Service Lifecycle Improvement	Coordinates the process of growing and innovating IT services.

IT Service Delivery

Function	Definition
Business Application Development	
<i>User Experience Design</i>	Responsible for styling the application to enhance user satisfaction by improving the usability, accessibility, and pleasure provided in the interaction between the user and the application.
<i>Application Architecture</i>	This role deals specifically with the interaction the application with other sites or applications. For example, it would be responsible for ensuring any interactions that have an effect on another system are well documented and supported.
<i>Data Architecture</i>	Ensures the data needs of the project are met, either through working with external groups to acquire data (through feeds) or by working with the Chief Data Office to create new data sources. The primary purpose of this role is to work with other people on campus to ensure data collected or managed through this application does not end up in a silo, and to ensure if the data already exists elsewhere, that the outside data sources is used.
<i>Application Development</i>	Responsible for the programming, documenting, testing and bug fixing involved in creating and maintaining applications, these could be web or console applications. There may be two distinct roles of Front-End and Back-End development. Front-end development would focus on the user interface and application flow, Back-End development would focus on APIs and interfacing with the data and other systems.
<i>Application Testing</i>	Responsible for assessing the functionality of the application to ensure it is bug free and meets the stated requirements.
<i>Application Deployment (DevOps)</i>	Responsible for creating and maintaining the methods with which the developers will deliver their work. This can include automation tools such as Jenkins, deployment scripts, installation of dependencies on servers, and management of server configuration (or the automation of configurations). They serve primarily as a support layer for developers, ensure the fast efficient delivery of code onto secure, stable servers. This role is also responsible for working with the infrastructure team to implement High Availability and appropriate load-balancing/cache invalidation for projects.
<i>Application Development Security</i> <i>Application Manager</i>	Responsible for the overall management of the application projects. Developing sprints, assigning workload to developers, responsible for all aspects of development and support for applications.
<i>Application Owner</i>	Determines lifecycle and prioritizes features/improvements/maintenance for the application.
Web Communications Development	
<i>Web Strategy</i>	Responsible for making sure the project being requested fits into the larger communication strategy of the University. They should concentrate on ensuring new projects do not conflict with active strategic initiatives and should help shape the projects to best fit into the overall messaging of the University.
<i>Web Analytics</i>	This role is responsible for planning requirements for measuring outcomes. It should be determined for every project what measurable outcomes it has, and plan developed for measuring them. The measurements would then be implemented either by Web Developers or by the Analytics role, depending on what technologies are being used (Google Tag Manager, for example, would allow additional analytics to be added by the Analytics role directly, without the involvement of the developers in many cases).
<i>Data Architecture</i>	Ensures the data needs of the project are met, either through working with external groups to acquire data (through feeds) or by working with the Chief Data Office to create new data sources. The primary purpose of this role is to work with other people on campus to ensure data collected or managed through this project does not end up in a silo, and to ensure if the data already exists elsewhere, that the outside data source is used.
<i>Web System Architecture</i>	This role deals specifically with the interaction of a site with other sites or applications. For example, it would be responsible for ensuring any interactions on this site that have an effect on another system are well documented and supported.
<i>User Experience Design</i>	Responsible for styling the templates and pages created by the web developers. This includes any CSS and JavaScript which primary purpose is to enhance viewing experience and usability.
<i>Web Development</i>	Responsible for creating the code that drives the front facing pages. This includes template creation, creation of functions that provide or manipulates the dynamic data that drives sites, and the creation of user friendly administration screens used by content managers to update the content. This is not limited to backend programming: creation of front end JavaScript that consumes and manipulates data falls within this role, this could be a full-stack developer.
<i>Web Deployment (DevOps)</i>	Responsible for creating and maintaining the methods with which the production team will deliver their work. This can include automation tools such as Jenkins, deployment scripts, installation of dependencies on servers, and management of server configuration (or the automation of configurations). They serve primarily as a support layer for developers, ensure the fast efficient delivery of code onto secure, stable servers. This role is also responsible for working with the infrastructure team to implement High Availability and appropriate load-balancing/cache invalidation for projects.
<i>Content Management</i>	Responsible for collecting or providing content for the project being built. This role might be filled by a non-technical/IT resources, such as a copywriter or by the project manager, depending on the nature of the content. This role is also filled by designers and photographers when the content in question is a digital asset.
<i>Web Communications Owner</i>	Determines lifecycle and prioritizes features/improvements/maintenance for the technologies used in communications systems. This role/function also comes into play when we have 3rd party applications (search appliance, CRM, Kurogo/Magplus, shuttle tracking, email systems, etc) as the person who works with the vendors and stakeholders to assess technology needs, keep systems up-to-date/secure and negotiate to reduce costs/expenses while making sure we have the right tools to do the job.
Database Development	
<i>Database Administration</i>	Activities performed to ensure that a database is always available as needed. Other closely related tasks and roles are database security, database monitoring and troubleshooting, and planning for future growth.
<i>Database Development</i>	Designs and creates new ways of using a software application. The database developer does this by using database objects like stored procedures, tables, views, XML to name a few
Application Management	
PeopleSoft Application Administration (PSTech)	
PeopleSoft Application Security (PSTech)	
Pinnacle Administration	
<i>Database Administration - Oracle</i>	
<i>Database Administration - MySQL</i>	
<i>Database Administration - MS SQL</i>	
Application Architecture	
Cisco UCCX Administration	
Cisco Call Manager Administration	
<i>ServiceNow Administration</i>	
Office 365 Administration	Exchange, Skype for Business, SharePoint, Office, and Yammer in the cloud.
Application Management Security	
Other - On-Prem Application Administration	Administration of any application that is hosted on premises (R25, Titanium, AppSense, etc).
Other - Cloud SaaS Administration	Administration of cloud-hosted applications (Qualtrics, WebCourses, Sonar, etc).
Data Center	
Data Center Administration / Operations	
Systems Administration - Unix / Linux	

Systems Administration - Windows
Systems Administration - VM Ware
Systems Administration - HyperV
Systems Administration - XenServer
Systems Administration - Citrix XenDesktop
Desktop Engineering Building and deploying desktop images, virtually and physically.
Systems Administration - Storage
Automation Engineering PowerShell, chef, puppet, etc.
Cloud Engineering - IaaS
Systems Architecture
Systems Engineering
Systems Administration Security
DR Administration Technical management of disaster recovery and system availability.
Backup Management

Communications & Networking

Network Architecture - WAN
Network Architecture - LAN
Network Architecture - DataCenter
Network Architecture - Collaboration This to include voice systems
Network Architecture - Security
Network Engineering - WAN
Network Engineering - LAN
Network Engineering - DataCenter
Network Engineering - Collaboration This to include voice systems
Network Engineering - Security
Network Monitoring
Network Systems Security
Cabling & Infrastructure
Two Way Radio Services
Cable TV Services

Client Systems Management

Desktop/Laptop Lifecycle Replacement
Computer Equipment Purchase

IT Support Services

Function	Definition
Service Desk	
Service Desk Phone Support - Tier 1	
Service Desk Phone Support - Tier 2	
Infrastructure Monitoring	
Dispatching (Technical Resources for Support)	Managing field support queue, dispatching of support services.
Desktop Support	
Desktop Application Support - Mac	
Desktop Application Support - Windows	
Desktop Application Support - Linux	
Device (Hardware) Support / Installation / Repair	
Student Computer Lab and Classroom Support	
Student Computer Lab Support	
Student Testing Lab Support	
Learning Space IT Support	
Learning Space Engineering	
Audiovisual Communications Installation	
Audiovisual Communications Systems Design	
Audiovisual Communications Rental & Staging (event support)	
Conference Room Support	
Retail Sales	
Sales Person	
Administrative Support	
Vendor / Licensing Management *	
Device (Hardware) Repair (Student Support Desk)	
Institutional Sales	
Sales Person	
Administrative Support	
Training & Development	
Application Training (Develop and administer)	
Internal Training Coordination	Coordinates professional development for IT staff. Works with disciplines to determine appropriate certifications or training required.
Communication and Marketing	
Graphic Design	