SERVICES	SERVICE OFFERINGS
Application Management *UIS implements, enhances, supports and maintains enterprise and System Administration software applications. We ensure that there are reliable and secure systems as well as knowledgeable and supported users to enable CU's business operations*	End User Support Maintenance & Support Product Management
Customer Relationship Management *We partner with our customers to advise on strategic technology direction, provide training, and support customer software and hardware. Support ranges across access and permission management, device and application support, specialized training, configuration guidelines, advisory services, and collaboration to resolve issues.*	Advisory Services End User Support Strategic Planning Issue management Training
Solution Design & Development *From ideation to solution development, we leverage our knowledge of CU's business processes and technology solutions to collaborate, create and develop technologies to support business or technical capabilities that enable CU campuses and administrative offices to meet their business objectives*	Research & Analysis Consultation Requirements Gathering Automation Configuration Documentation Development
Service Operations *From planning to implementation, Service Operations ensures that UIS services are managed in a coordinated, transparent, and reliable manner.*	Project & Portfolio Management Service Management Change Control

Data Management *UIS offers a variety of information and data services that help CU business offices store and retrieve data from data repositories; we offer reporting services to provide the business the data they need to make the most informed decisions needed for the university.*	Data Maintenance Reporting Data Transfer Data Transformation End User Support
Infrastructure Management *Infrastructure Management lays the foundation for the technology products and services at the University. UIS provides the hardware, network and data infrastructure that support various technologies used across the CU system*	Database Provisioning End User Support Infrastructure Provisioning Network Management Data Center Management Maintenance & Support
Information Security	Provide link to OIS Service Catalog.
Identity & Access Management *Identity and Access Management enables the identification of persons, their relationships to the university, and the facilitation of their access to University resources.*	Account Management Roles Configuration Authentication
UIS Operations *Ensures efficient and effective management of the UIS department internal operations, successfully supporting the team in order to successfully deliver high-quality services to our customers.*	Finance and Administration Strategic Planning Talent Management & Development

Vendor Management

Facilitating positive relationships with the university's technology vendors to ensure compliance with contractual obligations, continuous support of integrated service offerings and to inform CU's strategic planning efforts.

End User Support

License Management

Contract Management

Vendor Relationship Management