



Central Computing Systems

Service Group	Service Provided	Service Name	Service Node	Service Personnel	Contacts-Customers
Banner Services	UM Banner Admn Production Instance	BANNER.UMT.EDU	banner11	Gary Trethewey	All Departments, All Campuses
Banner Services	UM Banner Admn Standby Instance		banner15	Greg Wickes	Banner System Coordinator
Banner Services	HCoT Banner HCAadm Production Instance	HCADMN.UMT.EDU	banner11	Michael Farris	EIS, Banner Systems Trainer
Banner Services	HCoT Banner HCAadm Standby Instance		banner15		Local and Remote IT Staff
Banner Services	UM ITC Applications Production Instance	ITCAPPS.ITO.UMT.EDU	banner11		Department heads and end users as needed
Banner Services	UM ITC Applications Standby Instance		banner15		
Banner Services	UM CCS Auxillary Production Instance	CISAUX.UMT.EDU	banner11		
Banner Services	UM CCS Auxillary Standby Instance		banner15		
Banner Services	UM Banner5 Test Instance	UMTEST5.UMT.EDU	banner15		
Banner Services	HCoT Banner5 Test Instance	HCTEST5.UMT.EDU	banner15		
Banner Services	UM Banner Seed Instance		banner15		
Banner Services	UM Banner Report Instance	UMREPORT.UMT.EDU	banner15		
Banner Services	UM ITC Applications Development Instance	ITCDEV.ITO.UMT.EDU	banner15		
Banner Services	UM CCS Auxillary Development Instance	BANNER15.UMT.EDU	banner15		
Banner Services	UMDW Data Warehouse	UMDW.UMT.EDU FINDW.UMT.EDU	banner17		
Banner Services	UM Banner Alumni Instance	auadm.umn.edu	banner 17		
Banner Services	UM Banner Alumni Standby Instance	auadm.umn.edu	banner15		
Banner Services	OCHE Student Data Warehouse		umtdw		
Banner Services	UM Web Home Page Instance	WEBDB.UMT.EDU	banner11		
Banner Services	UM Web Home Page Standby Instance		banner15		
Banner Services	UM Schedule 25 Instance	SCHED.UMT.EDU	banner11		
Banner Services	UM Schedule 25 Standby Instance		banner15		
Banner Services	UM Internet Native Banner	INB.UMT.EDU	cuinb1, cuinb2, cuinbt1		

Banner Services	UM Cyberbear	CYBERBEAR.UMT.EDU	cucb1, cucb2, cucbt1		
Banner Services	System Administration Support OpenVMS		OpenVMS Cluster	Charlie Watkins	
Banner Services	UM CCS OpenVMS Backups & Restores	OpenVMS Backup	OpenVMS Cluster	Kristy Halleck	
Banner Services	System Administration Support Unix		umtdw, cubinb1, cubinb2 cucb1,cucb2, cucbt1	Diane Oman Jon Robinson	

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Directory Services	UM - Microsoft Active Directory Support	Active Directory Services	rmsodc3, rmsodc4, mitosdc1, mitosdc2 msodc13, gsd6, gsd7	Jason Rocheleau John Parkey	Missoula Campus staff, Missoula COT staff Helena COT staff, Montana Tech staff,
Directory Services	UM - Unix SUN iPlanet LDAP Support	LDAP Services	cul1 / cul2	Roger Holtom	
Directory Services	UM - Unix Oracle OID LDAP Support	OID Services	cupi1, cupi2	Roger Holtom	

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Portal Services	UM Portal Services	PORTAL .UMT.EDU	cupi1,cupi2,cupm1,cupm2 portalti1,portaltm1	Roger Holtom Gary Trethewey	IT staff, IT Central, DBAs

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
E-mail Support Services	UM CCS SMTP Services	SMTP Services	cug1, cug2	Diane Oman	Missoula Campus sysadmins & tech partners
E-mail Support Services	UM CCS Spam/Virus Filtering	Barracuda	cusa1,cusa2	Diane Oman	Montana Tech IT staff, Western IT staff
E-mail Support Services	Old University Student E-mail Support	Student E-mail Services	cue1	Roger Holtom	IT Central, Helena COT IT staff, FLBS IT staff
E-mail Support Services	Sun1 Faculty/Staff E-mail Support	Sun1 Services	mail1	Roger Holtom	Missoula COT IT staff, end users
E-mail Support Services	Exchange Student/Faculty/Staff E-mail	Messaging/Grizmail Services	msoowa,msoowa1 msoexch01,msoexch02 msoexch03,msoexch04	Jason Rocheleau John Parkey	

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Web Support Services	Um Web Systems & Applications Support - Unix	Web Server Administration	cuw1	Jon Robinson Diane Oman	Web development staff, EIS, vendors Montana State staff
Web Support Services	UM Web Systems & Applications Support - MS	Web Server Administration	www1, lewis, msos0001 webdev	Jason Rocheleau John Parkey	

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Administrative Services	UM CCS Microsoft & Unix Backups & Restores	Veritas NetBackup	cub1	Roger Holtom	IT sysadmins, SA sysadmins, vendor
Administrative Services	UM CCS Citrix Service	CCS Citrix Services	umctx001, umctx002 umctx003, mfaede1	Operations staff John Parkey	Missoula staff, HCOT staff, ISD, FLBS, LAD Western staff, Registrars, Admissions, vendor
Administrative Services	UM Registrars Integra	Registrars Integra	mreg1001	John Parkey	Registrar's staff, vendors
Administrative Services	UM fsaAtlas	SEVIS Compliance	fsa1,fsatest	John Parkey	FSS staff, Homeland Security, EIS, vendor
Administrative Services	UM Registrars Schedule25	Registrars Room Scheduling	umctx003	John Parkey	Registrar's staff, vendors, EIS
Administrative Services	Axiom/SSD - CollegeNet to Banner interface	Axiom	umctx002, mfaede1	John Parkey	Admissions staff, vendors, EIS
Administrative Services	Distributed Time Entry	Financial Aid - EDE	mfaede1	Gary Trethewey John Parkey	Enrollment Services staff, EIS, vendor
Administrative Services	CCS File Server Services - Microsoft	CCS File Services	filestore001,fileserv2	Jason Rocheleau John Parkey	Missoula IT staff
Administrative Services	CCS Print Server Services - Microsoft	CCS Print Services	printserver	Jason Rocheleau John Parkey	Missoula IT staff
Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Network Services	UM DNS Support Services - Unix	Bind DNS	cudess1, cudess2 cudila1,cudiss1	Jon Robinson Diane Oman	Network Services staff, Missoula IT staff Montana Tech IT staff, Western IT staff
Network Services	UM Dorm DNS	Dorm DNS	server2	Diane Oman	Network Services staff, Student Affairs IT staff
Network Services	UM DNS Support Services - Microsoft	Windows DNS	rmsodc3,rmsodc4	Jon Robinson John Parkey	
Network Services	UM DHCP Services	DHCP	rmsodc3, rmsodc4	Jason Rocheleau John Parkey	
Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Academic Services	UM CCS List Serve Services	MajorDomo Listserv	server2 listserv	Diane Oman Jon Robinson	List owners
Academic Services	UM CCS Black Board Server Administration	Black Boardd Server Admin	cucbb2, cucbb3, bbtest	Diane Oman Jon Robinson	Continuing Ed IT staff, Provost staff

Academic Services	UM CCS FTP Services - Unix	FTP Services	cuf1,ufo	Diane Oman Jon Robinson	Client Services staff, Missoula IT staff
-------------------	----------------------------	--------------	----------	----------------------------	---

Service Group	Service Provided	Service Name	Service Node	Service Members	Contacts-Customers
Operational Services	Printing - Laser, Special Forms	Printing Operations		Operations staff	Administration staff, Missoula IT staff
Operational Services	Backup/Restore File of Systems	Backup Operations	cub1,Banner11	Operations staff	IT Central
Operational Services	Computer/Mail Account Creation & Deletion	User Account Operations		Operations staff	
Operational Services	Job Scheduling	I/O Control		Judy Grenfell	