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Information Technology Allocation:

Overview FY 2026



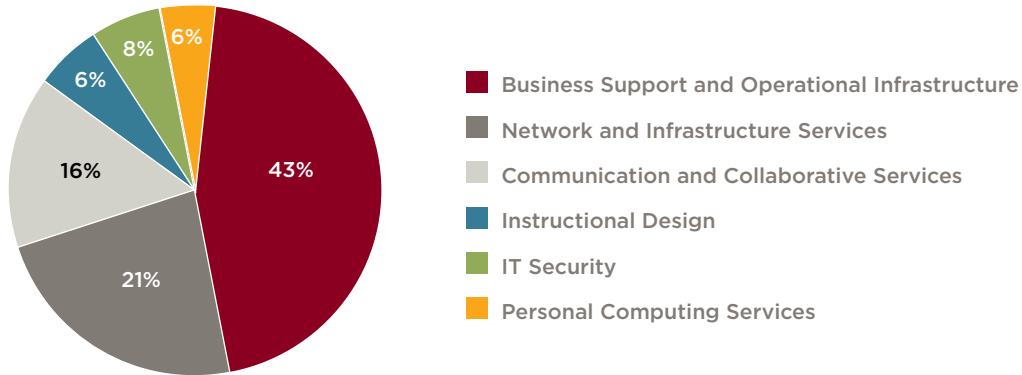
Our Mission

Information Technology Services collaborates with campus partners to support the mission of the University of Chicago through the consistent delivery of high-quality IT solutions and services.

IT Services team members also work directly with partners across the University to consult on the use of technology, customize solutions to meet the needs of the community, and deliver services.

The IT allocation increases the transparency and visibility of technology costs and fosters better IT spending decisions at the business-unit level.

OVERALL ALLOCATION DISTRIBUTION



IT SERVICES BY THE NUMBERS

Maintain
99.95%
annual uptime for
all business critical systems

Deliver
550,000+
emails each day

More than
1 Million
malicious emails
blocked daily

Facilitate
20,000+
users who store more than 750
terabytes of data on Cloud
Storage Systems

Facilitate more than
220 Million
hours of video calls and
meetings annually

Support 366 contact centers
with 1,100 agents
who handle over
6.5 Million
calls each year

Manage IT Support articles
viewed more than
400,000
times annually

Process over
70,000
requests through ServiceNow
each year

Scan over
200,000
web pages for digital accessibility

Manage nearly
27,000
university and hospital phones

Store
100,000+
hours of media in Panopto with
over 300,000 annual
usage hours

Assist with more than
18,000
annual phone calls to the
ITS Service Desk

More than
750
annual engagements with
faculty and instructors

Host more than
6,200
course sections in Canvas
per year

Maintain
190+
audiovisual-supported
classrooms

Facilitating Success

Best-in-Class Business Support and Operational Infrastructure

Automated University-Wide Research Administration (AURA) - Huron Click Commerce	Huron Click Commerce supports four major functions within the institution to support research administration: Grants, Institutional Review Board (IRB), Conflict of Interest (COI), and Institutional Biosafety Committee (IBC). A fifth implementation, the Master Store, was created to better manage self-service items handled via the ITS Service Desk.
Billing/Recharge System and Administration	IT Services provides a common statement interface for recharge services. The secure billing/recharge system is available for authorized University and medical center employees.
Expense Reporting System (GEMS)	General Expense Management System (GEMS) is the University's expense management system, housed by SAP Concur, that streamlines the method by which employees are reimbursed for their business expenses. It consists of a web-based application (GEMS) that works in conjunction with the University's corporate credit card, the GEMS card.
Financial Reporting System - Oracle Analytics	Orbit Analytics is a comprehensive reporting and analytics tool that seamlessly integrates with Oracle Cloud Enterprise Resource Planning (ERP). By connecting to the UChicago ERP instance, Orbit imports data into the data warehouse, where it is dimensionally modeled for streamlined reporting. Orbit is the primary tool for all financial reporting, sourcing data from Oracle Fusion Cloud, GEMS (Concur), and Payroll (Workday).
Phoenix - UC Innovation Ascend	Phoenix - UC Innovation Ascend is one of the University's most valuable assets, as it serves as the official University-wide system of record for alumni, prospects, and charitable contributions.
Payroll and HR Reporting Systems (Workday, IPEDS)	Compensation represents the largest component of most departments' budgets. Managing payroll is a key driver of strong financial management, and it enables personnel tracking and facilitates budget planning. The data warehouse with business objects offers detailed payroll reporting to authorized divisional, departmental, and central administrators.
Academic Information System (AIS)	The Academic Information System (AIS) streamlines how the University provides student academic and financial information to faculty, students, and staff. The my.UChicago self-service portal provides a personalized homepage for users, which serves as a unified portal for key information and access to academic and financial tasks.
Student Information Analytics (SIA)	The Student Information Analytics (SIA) data warehouse provides access to dashboards containing institutional data about UChicago students from the AIS student system and the Workday human resources system to divisional, departmental, and central University administrators. SIA allows for the management of academic programs, tracks student registration and enrollment, analyzes student teaching and faculty instruction, reconciles tuition billing, and assists in understanding trends in financial aid.
ServiceNow	ServiceNow is the University's tool for providing technical management support for IT Services operations and allows the ITS Service Desk to manage IT requests and track them to completion. ServiceNow also houses the IT Knowledge Base, a self-service resource that provides answers to IT questions 24/7. ServiceNow is also available for non-IT Services groups requiring a service management application/ticketing system.





Enabling Relationships

Communication and Collaborative Services

Conferencing (Zoom, Room Video Conferencing)

IT Services offers Zoom, a comprehensive and innovative audio, web, and video conferencing platform. An interactive and collaborative system, Zoom allows faculty, students, and staff to conduct meetings online. Finally, Zoom enables room-based video conferencing while in select conference rooms and departmental spaces on campus.

Email and Calendaring (Microsoft 365, University Gmail)

Two email and calendaring options exist at the University: Gmail and Microsoft Outlook. A combined 500,000 email messages are sent and received daily through this central service.

Box (File Sharing)

Box is a cloud-based storage service that provides online space for faculty, students, and staff to store and share files. Files stored on Box can be synced and accessed on desktops, laptops, tablets, and smartphones.

Google Workspace

Google Workspace is a group of cloud-based productivity tools available to all faculty, students, and staff. It includes tools for collaboration, creation, and storage of documents, email, and web development files.

Microsoft 365 Applications

The Microsoft Office 365 collaboration suite provides the latest productivity tools for use by faculty, students, and staff. In addition to core email and calendaring functionality, University users also have access to many additional applications designed to facilitate collaboration.

Phone Services (Telephones, Voicemail)

The University provides single-line and multi-line phones for desktops. Basic features of these Voice over Internet Protocol (VoIP) phones include speaker phone and conferencing functionality. VoIP phones offer an enhanced user experience due to their ability to combine voice and data over the same network.

Connecting the University and the World

Network and Infrastructure Services

Service Monitoring

IT Services provides an extensive hardware monitoring system as a necessary component to keeping the campus data centers in good working condition. Hardware monitoring is crucial for preventing, diagnosing, and fixing network issues on the University data network.

Network Connectivity

The University's network infrastructure is a state-of-the-art system that supports the University's daily operations. IT Services provides easily accessible, secure, and reliable network services so the campus community can access email, web applications, video conferencing, and voice services without disruption.

Server Hosting (On-Campus Hosting, Cloud Services)

IT Services oversees data and applications on managed servers for complex and simple computing needs. University faculty and staff also have access to both physical server hosting and cloud services offered on a secure platform. These services provide the University with a full set of computational infrastructures.



Solving Technology Challenges

Personal Computing Services

ITS Service Desk

The ITS Service Desk provides technology assistance for all University faculty, students, and staff. The ITS Service Desk answers questions, helps identify services and solutions, and troubleshoots issues with technology. It also manages the requests for support that are filed in ServiceNow and routes issues to the appropriate technical experts for resolution.

TechBar

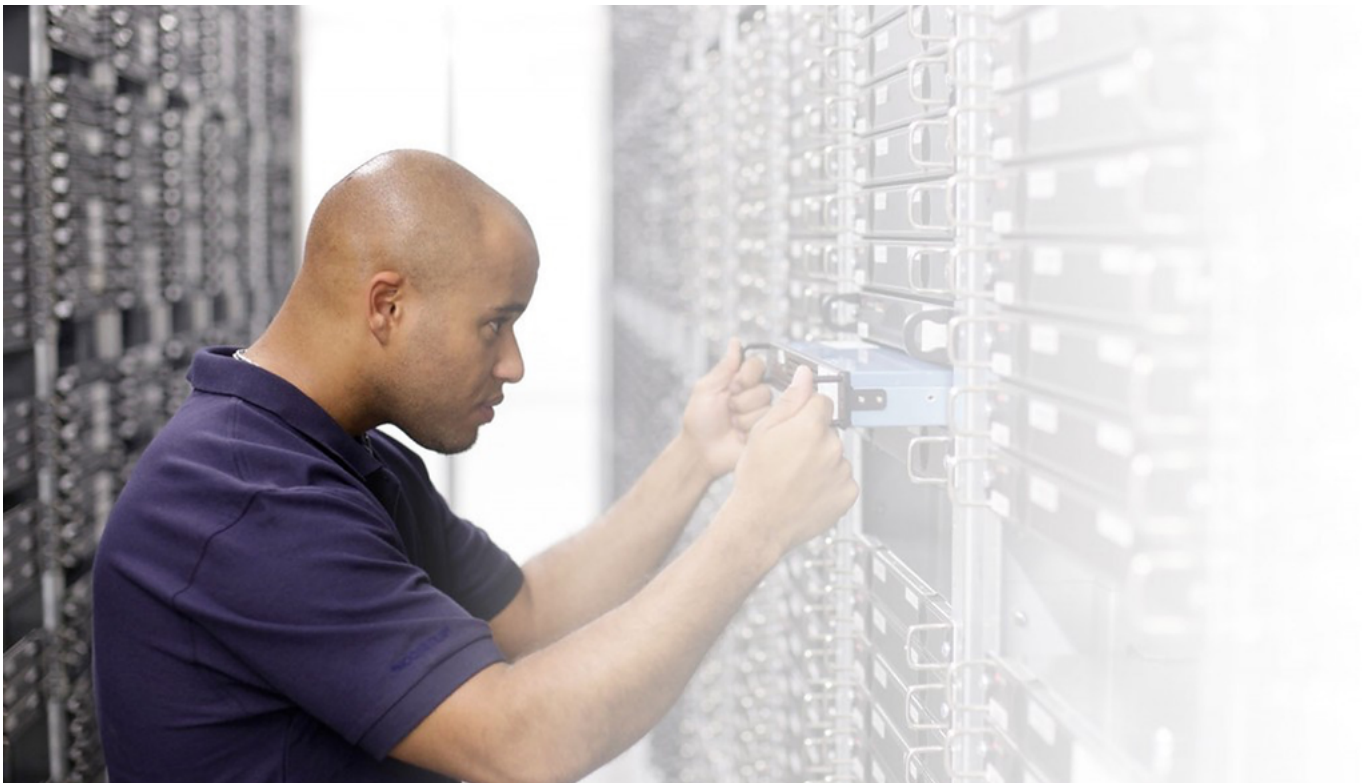
The IT Services TechBar, located on the first floor of the Joseph Regenstein Library and the Polsky Center for Entrepreneurship and Innovation, provides convenient walk-up technology support, equipment lending, conferencing spaces, and video conferencing capabilities for University faculty, students, staff, and visitors.

Center for Digital Accessibility (CDA)

The Center for Digital Accessibility provides dedicated resources for digital accessibility consulting, testing and training for students, faculty, other academic appointees, staff and postdoctoral researchers at UChicago. It provides the following services upon request:

Consultation relating to digital accessibility guidelines and implementation; direct assistance with applications and procurement-brokered website projects; support for accessibility assessment and remediation of websites, course content, and other digital assets; software tools and resources for evaluation; access to the Siteimprove enterprise tool; and custom training and resource development on best practices for digital accessibility

These services allow the University to “embrace, be hospitable to, and encourage the widest diversity of views within its own community.”



Securing Information Resources

IT Security

Identity and Access Management

IT Services offers identity and access management services as a security resource for University assets. Identity and access management are forms of security that allow the right people to have access to the right resources and services at the right time. IT Services works to secure identity and access control to the University with ID cards, CNetIDs, and the two-factor authentication (2FA) service.

Two-Factor Authentication

Two-factor authentication (2FA) is a security service that adds an extra layer of security to phones, tablets, and other devices. 2FA plays an important role in ongoing efforts to secure the online identity and personal information of all faculty, students, and staff. It also helps protect the University's research, intellectual property, and institutional data.

Identification and Privileges Office (IPO)

The Identification and Privileges Office (IPO) is a joint venture between the University library and IT Services. The IPO provides University ID cards, campus cards, and 2FA tokens.

Security Incident Response and Consulting

IT Services regularly addresses concerns about compromised CNetIDs and University equipment and responds to attempts to compromise University accounts and systems.



Supporting Teaching and Learning

Instructional Design

Classroom Technology and Support

IT Services provides specialized in-room support and consultation services to help faculty with the tasks of teaching, learning, and conducting research at the University. IT Services provides integrative technology for class sessions and special events.

Canvas (Learning Management System)

Canvas is the learning management system for the University of Chicago. Canvas is used for sharing course materials and facilitating collaborative learning. Canvas has built-in audiovisual creation capabilities, allowing faculty and instructors to post assignments, create online quizzes, generate grading rubrics, and post course feedback and grades.

OneButton Studio

OneButton Studio is a simple, easy-to-use video studio that requires no previous video production experience to operate. OneButton Studio supports students, who are increasingly producing digital artifacts to supplement or replace traditional evidence of learning. It is also useful to faculty, who have increasingly adopted video recording to supplement their traditional classes and research activities.

Panopto

Panopto is the University's video management platform. This tool records, organizes, embeds, and live streams video that seamlessly integrates with Canvas for video/audio course content. It can also be used for DIY lecture capture and screencasts and includes a suite of web-based video editing tools.



How Can We Help?

Contact Us:

ITS Service Desk

773.702.5800

its.uchicago.edu/support



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