

# **OAAIS Service Catalog**

July 20, 2009

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# 1 OAAIS Service Catalog

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[A-Z Index of Services](#) (page 0)

Find information on services we offer, from ordering phones to setting up email accounts and installing encryption software. You can search for a service by category or by name via the A-Z Index; note that services are cross-referenced where applicable.

## SERVICE CATEGORIES

[Communication and Collaboration](#) (page 3)

[Network and Telephone](#) (page 4)

[Security and IT Policy](#) (page 5)

[Support Services](#) (page 5)

[Web and Application Services](#) (page 5)

[OAAIS Service Management](#) (page 0)

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You can also print out the entire catalog in book form ([PDF<sup>1</sup>](#) or [HTML<sup>2</sup>](#)).

## 1.1 Service Category: Communication and Collaboration

[A-Z Index of Services](#) (page 0)

### Audio Conferencing

(page 9)

Faculty	Staff	Students
✓	✓	✓

- Service is provided by ConferencePlus, which offers a full range of conferencing services with a variety of options for managing participation.

### Directory Services

(page 15)

Faculty	Staff	Students
✓	✓	

- The UCSF online faculty, staff and departmental offices directories, maintained by OAAIS.

**Listserv (page 20)**

Faculty	Staff	Students
✓	✓	✓

- OAAIS-hosted electronic mailing lists for the UCSF community; listserv owners must be UCSF faculty, students, or staff.

**mail@UCSF (page 21)**

Faculty	Staff	Students
✓	✓	✓

- mail@UCSF is a suite of products for UCSF email, calendaring, contact information, and spam filtering.

**Pager Service**

(page 28)

Faculty	Staff	Students
✓	✓	

- Service is provided by a third-party vendor, USA Mobility (USAM).

## 1.2 Service Category: Network and Telephone

[A-Z Index of Services \(page 0\)](#)

**Audio Conferencing (page 9)**

Faculty	Staff	Students
✓	✓	

- Service is provided by ConferencePlus, which offers a full range of conferencing services with a variety of options for managing participation.

**Data Network Services (page 13)**

Faculty	Staff	Students
✓	✓	

- Faculty and staff can order the activation of data ports, IP requests, VLAN changes and DNS changes from OAAIS Enterprise Network Services (ENS).

**OAAIS ENS Service Center (page 26)**

Faculty	Staff	Students
✓	✓	

- OAAIS Enterprise Network Services (ENS) Service Center coordinates the installation, moves and changes of phone lines and sets, in addition to other voice services. They also coordinate the activation of data ports, DNS changes and VLAN changes.

**Voice Network Services (page 41)**

Faculty	Staff	Students
✓	✓	

- Faculty and staff can order phone lines and voice mail services from OAAIS Enterprise Network Services (ENS).

**vpn@UCSF (page 42)**

Faculty	Staff	Students
✓	✓	✓

- The Virtual Private Network (VPN) is a web-based proxy which allows remote access to resources or other networked systems on the UCSF computing network.

**Wireless Access (page 47)**

Faculty	Staff	Students
✓	✓	✓

- Wireless access allows UCSF personnel and students to connect a laptop computer to the campus network and Internet from many UCSF locations.

### 1.3 Service Category: Security and IT Policy

[A-Z Index of Services](#) (page 0)

#### [Enterprise Information Security Services](#)

(page 17)

Faculty	Staff	Students
✓	✓	✓

- OAAIS Enterprise Information Security (EIS) develops, implements, and communicates University-wide information security policies and programs to ensure the confidentiality, integrity, and availability of information systems used for UCSF business purposes.

#### [Security Tools](#) (page 33)

Faculty	Staff	Students
✓	✓	✓

- Anti-Spyware, Anti-Virus, Firewall, Host Firewall, Sophos, Spy Sweeper, and Sygate, provided to the UCSF community by OAAIS Enterprise Information Services (EIS).

#### [vpn@UCSF](#) (page 42)

Faculty	Staff	Students
✓	✓	✓

- The Virtual Private Network (VPN) is a web-based proxy which allows remote access to resources or other networked systems on the UCSF computing network.

### 1.4 Service Category: Support Services

[A-Z Index of Services](#) (page 0)

#### [OAAIS Customer Support Service Desk](#)

(page 25)

Faculty	Staff	Students
✓	✓	✓

- Learn how to create a new service request or submit a problem report; view the status of your current or recently closed request or report; search our Solutions Database.

#### [Desktop and LAN Support](#) (page 14)

Faculty	Staff	Students
✓	✓	

- The Desktop and LAN Support (DLS) program provides comprehensive desktop and network support for departments at UCSF on a monthly recharge basis.

#### [Software Licensing](#) (page 39)

Faculty	Staff	Students
✓	✓	✓

- Information, documentation, and licensed software provided by OAAIS Customer Support Services (CSS) for the campus community. We do not provide technical support for every application.

### 1.5 Service Category: Web and Application Services

[A-Z Index of Services](#) (page 0)

#### [Advance](#) (page 7)

Faculty	Staff	Students
✓	✓	

- Provides online access to academic appointment status and upcoming advancement actions.

**autoAccess** (page 10)

Faculty	Staff	Students
✓	✓	

- The autoAccess application was designed to eliminate paper and email requests for access to departmental data through automation.

**Campus Locator System (CLS)** (page 11)

Faculty	Staff	Students
✓	✓	✓

- Find individuals in the UCSF community. CLS addresses large and small volume mailings and provides general directory information for the UCSF campus and Medical Center.

**Effort Reporting System (ERS)** (page 16)

Faculty	Staff	Students
✓	✓	

- A system for verifying wages charged to federally sponsored projects are reasonable estimates, and for providing "after the fact" certification.

**Integrated Data Repository (IDR)** (page 19)

Faculty	Staff	Students
✓	✓	

)

- A secure, convenient and compliant data warehouse of clinical and life sciences data for use by researchers.

**MyAccess** (page 23)

Faculty	Staff	Students
✓	✓	✓

- A centralized authentication system based on IBM's Tivoli software. Through the MyAccess web interface, users will be able to access information systems and services using a single user ID and password.

**MyResearch** (page 24)

Faculty	Staff	Students
✓	✓	

- A secure data hosting service for research.

**PeopleSoft** (page 29)

Faculty	Staff	Students
✓	✓	

- A financial system that encompasses transactions from procurement to payment, proposals to awards, bill to cash, and ledger activities including reporting and reconciliation.

**Online Payroll and Personnel Systems (OLPPS)**

Faculty	Staff	Students
✓	✓	

(page 27)

- OLPPS provides automated facilities for the payroll and personnel requirements of the University. It includes systems for querying employee records and information related to accounts and funds.

**Remedy IT Service Management (ITSM)**

Faculty	Staff	Students
✓	✓	

(page 30)

- Remedy IT Service Management (ITSM) is a client-server based application suite used by IT departments that wish to integrate their IT service management processes.

**Resident and Fellow Systems (RFS)** (page 32)

Faculty	Staff	Students
✓	✓	

- RFS is the official record of appointment, housestaff credentialing and rotation data for residents and clinical fellows.

**The Health Record Electronic Data Service (THREDS) Reporting** (page 40)

Faculty	Staff	Students
✓	✓	

- THREDS is an available service that extracts longitudinal data from clinical databases on Community Health Network (CHN) patients from San Francisco General Hospital (SFGH) for research purposes.

**Web Hosting** (page 0)

Faculty	Staff	Students
✓	✓	✓

- OAAIS Customer Support Services (CSS) offers static website hosting for UCSF organizations, on a monthly recharge basis.

**Web Inquiry** (page 43)

Faculty	Staff	Students
✓	✓	

- Web Inquiry is a payroll and personnel EDB web inquiry application.

**Web Merit** (page 45)

Faculty	Staff	Students
✓	✓	

- Web Merit is a UC systemwide application that automates and distributes many of the tasks associated with batch merit increases.

**Web PAN** (page 46)

Faculty	Staff	Students
✓	✓	

- WEB PAN is an online tool for PAN reviewers to view Post Authorization Notification (PAN).

**WebLinks** (page 44)

Faculty	Staff	Students
✓	✓	

- WebLinks is a web-based tool for reporting financial, payroll and personnel information within UCSF.

## 1.6 A-Z List of Services

### 1.6.1 Service Catalog: Advance - Faculty Information System

#### Service Description

Advance is a secure, read-only, web-based application that provides faculty, academics, and academic personnel administrators with online access to academic appointment status and upcoming advancement actions.

#### Using Advance

Advance is accessible online via [MyAccess](#)<sup>3</sup>.

[MyAccess Activation Procedure](#) (page 0)

	<b>Note: VPN is required if connecting to Advance from off-campus</b>	
	If off-campus, you must login to VPN before you access Advance under MyAccess. Use your MyAccess username and password <a href="#">to login to VPN</a> <sup>4</sup> .	

### Availability

Advance is available for use at all times except when there are scheduled maintenance events. Faculty and Administrative users will be notified via the Faculty listserv and Advance-L in cases of unforeseen outages.

### Access

Access to Advance is granted through your departmental Academic Personnel Contact and Access Administrators. Please contact your department's MSO or Academic Personnel Contact to determine your access to Advance.

- **Faculty and Academics**

By default, all faculty and academics with an academic appointment in the Campus Online Personnel and Payroll System (OLPPS) are automatically granted access to Advance.

- **Academic Personnel Administrators**

Academic personnel administrators are granted access by one or more Department Codes (DepCodes) and may view all faculty and academic profiles within their DepCode assignments. In Advance, the Administrator role allows the user to view/search all faculty/academic records for faculty/academics who have a Home Department, Primary Appointment Department, and/or WOS Appointment(s) that fall within the users assigned Dept Code access.

- **Access Administrators**

Please submit user access requests to the OAAIS Security Administrator through the online form at:

- [http://help.ucsf.edu/custom/advance\\_request.jsp](http://help.ucsf.edu/custom/advance_request.jsp)

The Advance-L listserv as been established for Advance. The listserv provides:

- A communication vehicle to disseminate important Advance related information to all Advance administrative users.
- A method to communicate changes to the system or notifications regarding outages.

### System Requirements

Advance is compatible with Windows, Linux, and Mac operating systems.

Supported browsers are:

- Microsoft Internet Explorer 6.x or 7.x
- Firefox 2.x
- Safari 2.x

### Getting Help

For help with password resets, Advance questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>5</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>6</sup>

### Related Services & Links

[Advance Support website](#) (page 0)

[Academic Affairs website](#)<sup>7</sup>

## 1.6.2 Service Catalog: Audio Conferencing

### Service Description

Audio conferencing services are provided by [ConferencePlus](#)<sup>8</sup>. ConferencePlus offers a full range of audio services to meet your conferencing needs. Each service has a variety of options for managing participation.

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Using Audio Conferencing

[Establish an Account](#)<sup>9</sup>

[Schedule a Conference Call](#)<sup>10</sup>

Pricing

All ConferencePlus Services are priced @ \$.12/minute.

This includes:

- ConferenceAnytime
- ConferencePasscode
- ConferenceAssistant
- ConferenceManager
- EnhancementPlus - Verify cost with Service Operator

## [Additional Pricing and Billing Information](#)<sup>11</sup>

### Availability

ConferencePlus is available for use at all times.

### Getting Help

For support, contact ConferencePlus directly at 800-866-0888 or visit [www.conferenceplus.com](http://www.conferenceplus.com)<sup>12</sup>.

For additional help contact Bethany Schultz 847-413-2770

For general questions:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>13</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>14</sup>

### Related Services & Links

[Voice Services](#) (page 41)

## 1.6.3 Service Catalog: autoAccess

### **Service Description**

The autoAccess application was designed to eliminate paper and email requests for access to departmental data through automation. The autoAccess tool is used by Access Administrators to grant access to applications such as Online Payroll/Personnel System (OLPPS), Residents & Fellow System (RFS), Web Merit, and WebLinks.

### News & Alerts

[AutoAccess Town Hall Presentation](#)<sup>15</sup>

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### Using autoAccess

Access Administrators will need to log in to MyAccess to use the autoAccess application. For further information, please review the [Administrative Systems Certification Procedures](#) (page 0).

Log in to MyAccess at <http://myaccess.ucsf.edu><sup>16</sup>.

[autoAccess User Guide](#)<sup>17</sup>

### Availability

autoAccess is available Monday through Friday, 7a.m. – 6 p.m.

### Getting Help

For help with password resets, autoAccess questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>18</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>19</sup>

#### Related Services & Links

[OLPPS](#) (page 27)

[RFS](#) (page 32)

[Web Merit](#) (page 45)

[WebLinks](#) (page 44)

### 1.6.4 Service Catalog: Campus Locator System (CLS)

#### Service Description

CLS is used to enter and maintain directory-related information regarding faculty and staff at UCSF. The system was developed to support the need to locate individuals in the UCSF community, to address large and small volume mailings and to provide general directory information for the UCSF campus and Medical Center. In recent years the functions expected of CLS have been expanded so that it has a pivotal role in the control and coordination of other significant administrative applications.

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#### Using CLS

Data is entered into CLS via the CLUP screen in the Online Payroll/Personnel System (OLPPS). CLS provides data for many UCSF applications and services. These include Remedy, the Outlook Global Address Listings, automated listservs and mailing label jobs through Documents Media & Mail, in addition to populating the Faculty and Staff Online Directory.

For further information, please review the [Administrative Systems Certification Procedures](#) (page 0).

[Log on to OLPPS](#)<sup>20</sup>

[CLS Documentation](#)<sup>21</sup>

[CLS Training Class Information](#)<sup>22</sup>

#### Availability

Entry/Update in CLS is available M-F, 7 a.m. – 6 p.m.

Inquiry is available M-F, 7 a.m. – 9 p.m.

#### Getting Help

For help with password resets, CLS questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>23</sup>
- Call the OAAIS Customer Support Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>24</sup>

## Related Services & Links

[Directory Services](#) (page 15)

[Online Payroll/Personnel System \(OLPPS\)](#) (page 27)

[UCSF Directory](#)<sup>25</sup>

### 1.6.5 Service Catalog: Database Administration

#### Service Description

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

#### How to Obtain Services

Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.
- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.
- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

#### Hours of Availability

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

#### Costs and Billing

Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV. Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

#### Contact Information

OAAIS Customer Support is available at:

- Web: <http://help.ucsf.edu><sup>26</sup>
- Email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>27</sup>
- Phone: (415) 514-4100, option 2.

Customer Support is staffed Monday through Friday 7:00 a.m. until 6:00 p.m. (Except [UC Holidays](#)<sup>28</sup>).

## 1.6.6 Service Catalog: Data Network Services

### Service Description

The OAAIS/ENS Network Operations Center (NOC) provides a comprehensive suite of services designed to maintain a stable, efficient voice and data network that meets our customers' communication needs.

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#### Using Data Network Services

Request for network services and support may be obtained by submitting a request to the [OAAIS Customer Support Service Desk](#) (page 25).

#### Network Design & Consulting Services

Consultation, equipment specification and design of Local Area Networks (LANs) in campus-related buildings.

#### Enterprise Projects

Provides voice and data network installation project management, consultation and coordination for large enterprise projects.

#### Network Installation Services

Network Installation Services provides:

- Managed change to the UCSF voice and data production networks.

Installation Management provides:

- Installation of network equipment;
- Facilitate installation of new cabling;
- Installation of UCSF managed wireless;
- Manage change to network for renovation projects in existing building.

[OAAIS ENS Service Center](#) (page 26) provides:

- Coordinate the installation, move or change of telephone lines, sets, features and voicemail;
- Consultation and implementation of voicemail message centers;
- Coordinate the activation of network ports;
- Coordinate DNS addition and change.

#### Network Operation

Network Operations provides:

- Technical management and support for the UCSF network, equipment and services through monitoring, technical assistance, problem tracking and field service support;
- Routine service and ongoing maintenance of supported network equipment;
- Voicemail management and support;
- Troubleshooting, repair, and repair coordination of voice instruments, features and service.

Network Operations Center (NOC) provides:

- Network performance and reliability monitoring of central network devices, circuits and LAN/MAN devices and suspicious network activity;
- DNS Administration.

Network Field Services provides:

- Technical Service Personnel provide on-site problem resolution for UCSF Campus voice and data network.

Availability

The UCSF Network is available for use at all times except when there are scheduled and announced maintenance events.

On-site support is available Monday through Friday, 7 a.m. – 6 p.m. (excludes UCSF holidays)

On-call support is provided from midnight to 7 a.m. for critical network issues, e.g., building down or site down.

Getting Help

For help with network related issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>29</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>30</sup>

[How to Get Wireless Network Access](#)<sup>31</sup>

Related Services & Links

[Wireless Access](#) (page 47)

[Virtual Private Network](#) (page 42)(VPN)

[GALEN Accounts](#)<sup>32</sup> (for Wireless Access)

[Voice Services](#) (page 41)

### 1.6.7 Service Catalog: Desktop and LAN Support

The OAAIS Desktop/LAN (DLS) program provides comprehensive desktop and network support for UCSF departments on a monthly recharge basis. Our goal is to be your one-stop service provider, establishing a working relationship that optimizes current UCSF IT standards, to meet your departmental needs.

Service covers both PCs and MACs, working within the UCSF Active Directory/Windows Server environment. We have support staff located at Parnassus, Laurel Heights, Mission Center, Mission Bay and Minnesota street.

## Services Provided

- Creation of network and email accounts
- Imaging of workstations (Windows/MAC + MS Office)
- Network storage, backup and data restorations
- Network and local printer support
- Network access troubleshooting
- PDA support (Blackberry, Treo, iPhone, Windows mobile devices)
- Encryption services
- Installation of OAAIS EIS security software
- Virus eradication
- Software patch management
- Remote connectivity configuration (Remote Desktop, VPN)
- Offsite connectivity
- Departmental application support (install, configure, troubleshoot)
- Data archiving
- Workstation and media disposal
- Response times: 30 minutes, 2 hours, 4 hours
- Online billing records/access
- Customer service surveys
- IT consultation

## Hours of support

Monday through Friday 8 a.m. – 5 p.m.

## Pricing

Effective 7/1/09 we will offer two tiers of service:

Silver tier: \$65/workstation/month

Gold tier: \$105/workstation/month

## Service Level Agreement

[Service Level Agreement](#) (page 0)

For more detailed program information, please contact Kurt Glowienke at:

[Kurt.Glowienke@ucsf.edu](mailto:Kurt.Glowienke@ucsf.edu)<sup>33</sup> 415.476.9807

## 1.6.8 Service Catalog: Directory Services

### Service Description

OAAIS maintains the UCSF online Faculty/Staff Directory and Departmental Offices Directory. These directories are in place to serve the UCSF Campus and Medical Center communities, as well as the general public. The directories provide a central source for contact and location information for UCSF Campus and Medical Center employees and departments.

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## Using Directory Services

### Online Directories:

[Faculty & Staff Search](#)<sup>34</sup>

[Department Search](#)<sup>35</sup>

[About Faculty and Staff Directory](#)<sup>36</sup>

[About Department Offices Directory](#)<sup>37</sup>

### Availability

Online directories are available for use at all times except when there are scheduled maintenance events. Printed UCSF Directories are no longer available.

### Getting Help

#### For questions:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>38</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>39</sup>

### FAQ – Frequently Asked Questions

[How do I update my online directory information?](#)<sup>40</sup>

[Why doesn't my listing in the GAL in Outlook match my directory listing?](#)<sup>41</sup>

[Is there a reverse look-up directory?](#)<sup>42</sup>

[Can I print a staff phone list from the directory?](#)<sup>43</sup>

[Why is my name not capitalized correctly in the directory?](#)<sup>44</sup>

[Why does my title or department name appear that way?](#)<sup>45</sup>

[Should I be worried about email address theft from the directory?](#)<sup>46</sup>

### Related Services & Links

[Campus Locator System \(CLS\)](#) (page 11)

## 1.6.9 Service Catalog: Effort Reporting System (ERS)

### Service Description

Effort reporting is a federal requirement to certify the effort of all employees who work on federally-funded research grants and contracts. The Effort Reporting System is an online, web-based system that replaces the 25-year-old outdated, paper PAR process. A detailed explanation about effort reporting policies and requirements can be found in the [UCSF Intro to Effort Reporting](#)<sup>47</sup>.

Using ERS

Information on how to use ERS can be found at the Controller's Office [ERS homepage](#)<sup>48</sup>.

Getting Help

If you have questions about effort reporting policy and/or the Effort Reporting System:

- First, consult your designated Reviewer.
- If he/she is unable to assist you, consult with your Effort Reporting Coordinator.
- If you cannot get the assistance you need from your department, contact the [Application Services Customer Support Help Desk](#)<sup>49</sup> by calling 514-4100, option 3.

### 1.6.10 Service Catalog: Enterprise Information Security Services **Service Description**

OAAIS Enterprise Information Security (EIS) develops, implements, and communicates University-wide information security policies and programs to ensure the confidentiality, integrity, and availability of information systems used for UCSF business purposes.

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Using Information Security Services

#### **Security Incident Response**<sup>50</sup>

For documenting, tracking, and facilitating the resolution of information security incidents.

If you suspect that you have a system that has been compromised or is being attacked, please report the incident immediately to the OAAIS Customer Support Service Desk at 415-514-4100, option 2.

#### **Forensics Services**<sup>51</sup>

Contact EIS for forensic services for lost, stolen, and compromised devices.

#### **Security Planning**<sup>52</sup>

Contact EIS for advice and guidance on building a secure environment for your department.

#### **Security Awareness, Training & Education Program (SATE)**<sup>53</sup>

SATE promotes security awareness through targeted campaigns, workshops and trainings, online resources, and by publishing best practices.

#### **Web Secure Server Certificate (SSL)**<sup>54</sup>

A server certificate allows the client to establish a secure connection to the server. Therefore, before contacting OAAIS Enterprise Information Security (EIS) to request a web server certificate you will need to harden your server as outlined in the documents on the security website. Certificates are good for one (1) year. You will receive an email notification from Entrust when your certificate is due to expire.

#### **IT Security Best Practices**<sup>55</sup>

## Pricing

Information Security Services are available to all members of the UCSF community free of charge.

## Availability

Information Security Services are available Monday through Friday, 8 a.m. – 6 p.m.

## Getting Help

To request service:

- Submit a ticket at [help.ucsf.edu](https://help.ucsf.edu)<sup>56</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>57</sup>

## [How to Report an Incident](#)<sup>58</sup>

## Policy Information

[UCSF Campus Administrative Policy 650-16: Information Security and Confidentiality](#)<sup>59</sup>

[Information Security Policies, Procedures, and Guidelines](#)<sup>60</sup>

[UCSF Roles and Responsibilities for Securing Electronic Information Resources](#)<sup>61</sup>

[UCSF Minimum Security Standards for Electronic Information Resources](#)<sup>62</sup>

[UCSF Incident Investigation](#)<sup>63</sup>

[University of California Electronic Communications Policy](#)<sup>64</sup> (ECP)

[Access without Consent](#)<sup>65</sup>

[HIPAA](#)<sup>66</sup>

[California Senate Bill 1386](#)<sup>67</sup> (SB 1386)

[Digital Millennium Copyright Act](#)<sup>68</sup> (DMCA)

[Family Education Rights and Privacy Act](#)<sup>69</sup> (FERPA)

[e-Discovery](#)<sup>70</sup>

## Related Services & Links

[Security Tools](#) (page 33)

[Virtual Private Network](#)<sup>71</sup> (VPN)

## 1.6.11 Service Catalog: Information Security Training

### **Service Description**

Enterprise Information Security provides security training through its SATE (Security Awareness, Training & Education) program. SATE promotes security awareness with posters, brown bag discussions, training, information sheets, and [online resources](#)<sup>72</sup>.

Using Information Security Services

Email SATE Manager [Tiki Maxwell](#)<sup>73</sup> or call her at 415-514-1363 to schedule a training or presentation for your department.

### **Pricing**

There is no charge for SATE training.

### **Availability**

The SATE program is staffed Monday through Friday, 9:00 a.m. to 5:00 p.m. (Except [UC Holidays](#)<sup>74</sup>).

Related Services & Links

[SATE Home Page](#)<sup>75</sup>

[SATE Trainings](#)<sup>76</sup>

[SATE Calendar](#)<sup>77</sup>

## **1.6.12 Service Catalog: Integrated Data Repository (IDR)**

### **Service Description**

The Integrated Data Repository is a secure, convenient and compliant data warehouse of clinical and life sciences data for use by researchers. The objective of the IDR is to improve the quality of clinical and translational research at UCSF and CTSI affiliated institutions.

---

Using the IDR

With the proper Committee on Human Research (CHR) approvals, researchers are able to obtain de-identified and identified datasets. Researchers work with an OAAIIS Research Analyst to define the query for the necessary data. The IDR currently includes several public data sets including National Health & Nutrition Examination Survey (NHANES), the California Death Registry, and a California demographics data set. More public data sets are planned, including Office of Statewide Health Planning & Development (OSHPD). The IDR will also maintain a HIPAA compliant record of user access and perform automated audits of that access, as well as scan for inappropriate usage of that data. Results of searches will be provided in the MyResearch secure environment.

Additional Features and Functions

The IDR is a multi year project supporting cohort scanning, hypothesis testing, correlative studies, and retrospective analysis of well-defined populations.

Clinical data that will be incorporated into the IDR include UCare, STOR, PICIS, AxiUm (Dentistry) as well as disease registries.

## Cost/Pricing

There will be no cost for the IDR service. However, output from searches on the Integrated Data Repository will be provided in the secure MyResearch environment. Services for MyResearch will be free through June, 2009. Pricing guidelines are currently being determined.

## Availability

The service is available during standard business hours.

## Getting Help

To request an IDR search, or for help with any IDR issues, do one of the following:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>78</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>79</sup>

## Policy Information

[Security Policies](#)<sup>80</sup>

## Related Services & Links

Secure Global Desktop: <http://www.sun.com/software/products/sgd/index.jsp> .

MyResearch: [http://oaais.ucsf.edu/OAAIS/networking/research\\_data/1034-DSY.html](http://oaais.ucsf.edu/OAAIS/networking/research_data/1034-DSY.html)<sup>81</sup>

## 1.6.13 Service Catalog: Listserv

### Service Description

OAAIS hosts electronic mailing lists for the UCSF community to support and promote the mission of the University: teaching, research, patient care, and community service. Listserv owners must be UCSF faculty, students or staff.

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Using Electronic Mailing Lists (Listserv)

[Request a new UCSF Listserv](#)<sup>82</sup>

[More Listserv Information](#) (page 0)

## Pricing

Listserv is available to all members of the UCSF community free of charge.

## Availability

Listserv is available for use at all times except when there are scheduled maintenance events.

## Getting Help

For listserv help, questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>83</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>84</sup>

## Policy Information

[Listserv Guidelines and Requirements at UCSF](#)<sup>85</sup>

[University of California Electronic Communications Policy](#)<sup>86</sup> (ECP)

## Related Services & Links

[mail@UCSF](#) (page 21)

### 1.6.14 Service Catalog: mail@UCSF

#### **Service Description**

mail@UCSF is a suite of products designed to meet UCSF's email, calendaring, contact information, and spam filtering needs. mail@ucsf is integrated with a UCSF-wide global address list that is shared across the School of Medicine and Medical Center email systems.

---

Using mail@UCSF

#### **Getting an Email Account**

- Customers who have a departmental Computer Support Coordinator (CSC) should contact their CSC to request an email account.
- Customers who do not have a CSC should submit a request online at <http://help.ucsf.edu><sup>87</sup>.

[Log in to mail@UCSF](#)<sup>88</sup>

[Log in to Manage Spam Filters](#)<sup>89</sup>

[mail@UCSF Password Reset Tool](#)<sup>90</sup>

The mail@UCSF Password Reset Tool provides a convenient way of managing your user account. Once you set up your profile you can reset your password and unlock your account by answering personal security questions.

- [Password Reset Tool User Guide](#) (page 0)
- [mail@UCSF Password Rules](#)<sup>91</sup>

[Avoiding Spam](#)<sup>92</sup>

[Email Security Overview](#) (page 0)

## Additional Features and Functions

[Spam Firewall](#) (page 0)

[Mobile Device Access to mail@UCSF \(BlackBerry and ActiveSync\)](#) (page 0)

OAAIS provides mobile access to email, calendaring and contact information for those with a mail@UCSF account. There are two types of mobile device synchronization services: BlackBerry or Active Sync. Visit the our [ActiveSync Device Request](#)<sup>93</sup> to order this service.

[Secure Email](#) (page 0)

## Pricing

Basic mail@UCSF service is available to all UCSF students, faculty and staff free of charge.

The following for-fee services are also available, except to students:

- Increasing storage
  - \$5.00/month per extra 100 megabytes of storage above the free 1000 megabytes provided with a standard account.
- [Integrating mail@UCSF with Blackberry services](#) (page 0)
  - \$80.00 one-time fee for one Blackberry Exchange Enterprise Client Access License (CAL).
  - \$5.00/month for ongoing system support.

Your monthly mail@UCSF service charges may be viewed by logging on to [Mysoft Online](#)<sup>94</sup>.



Basic service is defined as one 1000 megabyte email account per University student, faculty or staff member.

## Availability

Mail@UCSF is available for use at all times.

## Getting Help

For help with password resets, mail@UCSF questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>95</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>96</sup>

[Email Best Practice Tips](#) (page 0)

[Email Technical Information](#)<sup>97</sup>

[Email Troubleshooting Tips](#) (page 0)

## Policy Information

[Email Policies](#) (page 0)

[University of California Electronic Communications Policy](#)<sup>98</sup> (ECP)

## Related Services & Links

[Email Mailing Lists \(Listserv\)](#) (page 20)

### 1.6.15 Service Catalog: MyAccess Service Description

MyAccess is the identity and access management service for the UCSF community launched in May 2008. Based on IBM's Tivoli Identity Management product framework, campus customers will be able to access information services through the secure MyAccess web interface using their MyAccess ID and password.

---

#### Using MyAccess

As services are added to the MyAccess gateway, campus community members will receive email notifications containing their MyAccess ID and default password. The MyAccess Activation Procedure instructions and the MyAccess User Guide are available to guide customers through the initial activation process.

Log on to MyAccess at <https://myaccess.ucsf.edu><sup>99</sup>

[MyAccess Activation Procedure](#)<sup>100</sup>

[MyAccess User Guide](#)<sup>101</sup>

[Glossary of MyAccess Terms](#) (page 0)

#### Availability

MyAccess is available for use at all times except when there are scheduled maintenance events.

#### Getting Help

For help with password resets, MyAccess questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>102</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>103</sup>

[MyAccess FAQs](#) (page 0)

## Related Services & Links

[UCSF Campus Administrative Policy 650-16: Population definition for UCSF Identity Management system](#)<sup>104</sup>

[Information Security Policies](#)<sup>105</sup>

[UC Systemwide identity and access management policies](#)<sup>106</sup> [pdf]

[UC Trust policies](#)<sup>107</sup>

[UCSF Password policy](#)<sup>108</sup>

[MyAccess Incident Management](#)<sup>109</sup> [pdf]

[MyAccess Progress Report: December 2008](#) (page 0)

[UCSF Identity Standard: Level of Assurance](#) (page 0)

[UCSF Identity Standard: Student](#) (page 0)

[UCSF InCommon POP](#) (page 0)

## 1.6.16 Service Catalog: MyResearch (formerly SDE)

### Service Description

MyResearch is a secure data hosting service for researchers. This service provides research teams with a professionally managed, secure, web based, collaborative environment in which to manage files containing sensitive data. Also, MyResearch provides a remote desktop capability with application and data base services that allow investigators to view, manipulate, and save their data entirely in a protected environment without requiring files to be stored on their own computers. Applications such as SAS or Excel run on the MyResearch servers in our secure data center, but they appear on the user's own screen as if they were running locally on the user's computer.

---

### Using MyResearch

Data can be accessed from any PC or Mac connected to the UCSF internet using **Secure Global Desktop** (SGD) server software, or through a designated VPN connection. Document management software (SharePoint) provides a secure way for researchers to share files. Access to the research site and data requires investigators to login using their UCSF login ID and password. Principle Investigators can authorize staff to access individual files or folders. Also, full audit reports are available.

Investigators connect to the MyResearch server using a Java-enabled browser, such as Firefox, Internet Explorer or Safari. Thereafter, data can be stored and retrieved in MyResearch.

[Overview of MyResearch](#)<sup>110</sup>

[Example of Use](#)<sup>111</sup>

### Pricing

MyResearch is free for the first 3 months of usage, regardless of date started.

### Availability

MyResearch is available for use 24/7 except during scheduled maintenance events.

### Getting Help

To request a MyResearch account, or for help with any MyResearch issues, do one of the following:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>112</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>113</sup>

[FAQ](#)<sup>114</sup> – Frequently Asked Questions

[MyResearch Technical Information](#)<sup>115</sup>

Policy Information

[Email Policies](#)<sup>116</sup>

[University of California Electronic Communications Policy](#)<sup>117</sup> (ECP)

Related Services & Links

Secure Global Desktop (SGD): <http://www.sun.com/software/products/sgd/index.jsp>

## 1.6.17 Service Catalog: OAAIS Customer Support Service Desk

### Service Description

The Service Desk is the first point of contact for repair or help with all OAAIS services. We are open Monday through Friday from 7 a.m. – 6 p.m. to help solve your requests.

---

Availability

Please contact us in any of the following ways:

- Online: [help.ucsf.edu](http://help.ucsf.edu)<sup>118</sup>
- Phone: (415) 514-4100, option 2
- Email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)

### Service Levels

Incidents and Service Requests

### Ticket Creation

Any critical Incident or Service Request should be initiated by calling the OAAIS Service Desk.

Upon creation of a ticket, the customer will automatically receive through email a Receipt Confirmation with the ticket number. This confirmation denotes that the Incident or Service Request has been logged at the OAAIS Service Desk and is being assigned to a work group. The customer is responsible for ensuring that their email address is provided to the OAAIS Service Desk for update and resolution notification purposes.

### Ticket Prioritization

The OAAIS Service Desk assigns a Priority to every Incident or Service Requests that is initiated. The [OAAIS Prioritization Model](#) (page 0) is used to ensure a consistent approach to defining the sequence in which an item needs to be resolved and to drive the assignment of resources.

The Priority assigned to a ticket depends upon:

- The Impact on the business: size, scope, and complexity of the incident
- The Urgency to the business: time within which resolution is required
- The resource availability
- The expected effort in resolving or completing a task

For guidelines in determining Impact and Urgency, as well as the criteria for the calculation of the Priority of a ticket, see the OAAIS Prioritization Model Criteria.

### Service Desk Target Response Time

The following Priority Chart shows response time after creation of a ticket by the Service Desk. Times are based on business hours, M-F, 7 a.m. – 6 p.m. If a ticket is initiated by a telephone call, it will be created within 10 minutes; if initiated by email, the ticket will be created within 48 hours.

The Target Response Acknowledgement Time is the time the Service Desk has to respond to the customer to acknowledge receipt of the ticket and that it is being actively worked on.

Priority	Target Response Acknowledgement Time
Urgent	15 minutes
High	30 minutes
Medium	2 hours
Low	1 business day

### 1.6.18 Service Catalog: OAAIS ENS Service Center

#### Service Description

The OAAIS Enterprise Network Services (ENS) Service Center coordinates the installation, moves and changes of phone lines and sets, in addition to other voice services. We also coordinate the activation of data ports, DNS changes and VLAN changes.

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Using the OAAIS ENS Service Center

#### To submit a request:

- Online at [help.ucsf.edu](http://help.ucsf.edu)<sup>119</sup>;
- Call the OAAIS Customer Support Service Desk at (415) 514-4100, option 2;
- Via email at [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>120</sup>.

#### You will need the following information when you submit your request:

- Fund/DPA
- Telephone number(s) to be worked on
- Location (from and to)
- Voice/faceplate
- Data/faceplate (to activate)
- Description of work to be done

We also recommend you have on-site or alternate contact information.

## Availability

Services are available to order during regular Customer Support Service Desk hours.

## Getting Help

For help with network related issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>121</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>122</sup>

## Related Services & Links

[IP Request](#) (page 0)

[Phone Price List](#) (page 0)

[Voicemail Instructions](#) (page 0)

## 1.6.19 Service Catalog: Online Payroll and Personnel System (OLPPS)

### Service Description

OLPPS provides automated facilities in support of the payroll and personnel requirements of the University. It is comprised of several databases that maintain information about University employees. Further, it is comprised of several subsystems that provide facilities for inquiring about employee records and the pay they have received as well as information related to account and funds. The subsystems include: EDB Inquiry; Payroll Audit Record Inquiry; Departmental Account Inquiry and the Account/Fund Profile.

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### Using OLPPS

Access to OLPPS is granted through your departmental Access Administrators using the autoAccess application.

OLPPS is accessible online using IBM Websphere Host On-Demand, hosted by UC Office of the President (UCOP).

Log on to OLPPS at <http://hod.ucop.edu><sup>123</sup>.

[OLPPS User Guide](#)<sup>124</sup>

**Online-L** (page 0) listserv as been established for OLPPS. The listserv provides:

- A forum for discussion among all OLPPS users, and
- A communication vehicle to disseminate important OLPPS related information to all OLPPS users.

Employees with access to OLPPS are automatically subscribed to Online-L.

### Certification Process

- [Administrative and WebLinks System Certification Procedures](#) (page 0)
- [OAAIS Administrative and WebLinks Systems Certification Presentation](#)<sup>125</sup>
- [Tutorial Video](#) (page 0)

Additional Features and Functions

### **OLPPS Printing**

Department Computer Support Coordinators (CSC) should contact the OAAIS Service Desk to obtain a copy of the RPM printing software for windows PCs and the setup printing instructions for the Macintosh.

### **Campus Locator System (CLS) (page 11)**

CLS is a subsystem of OLPPS. CLS is used to enter and maintain directory-related information regarding faculty and staff at UCSF.

Availability

[OLPPS Entry/Update](#) is available M-F, 7 a.m. – 6 p.m.

OLPPS Inquiry is available M-F, 7 a.m. – 9 p.m.

Getting Help

Support for OLPPS is available M-F, 7 a.m. – 6 p.m.

For help with password resets, OLPPS questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>126</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>127</sup>

Related Services & Links

[Campus Locator System \(CLS\)](#) (page 11)

[autoAccess](#) (page 10)

## **1.6.20 Service Catalog: Pager Service**

### **Service Description**

Pager Service is provided by a third-party vendor, USA Mobility (USAM).

Using Pager Service

You can order a pager online at <http://help.ucsf.edu><sup>128</sup>.

Members of Medical Center departments will need a valid DPA and fund, available from the appropriate staff in their departmental administration.

Members of Campus departments will need to secure a speedchart number from their departmental Business Officer or Financial Analyst.

#### Availability

Pager service is available for use at all times except when there are scheduled maintenance events.

#### Getting Help

For help with pager related issues\*:

- Submit a ticket at [help.ucsf.edu](https://help.ucsf.edu)<sup>129</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>130</sup>

*\*OAAIS only provides support for the online order website. Support for pagers will be assigned directly to our USAM representative to resolve.*

#### Related Services & Links

[Voice Services](#) (page 41)

### 1.6.21 Service Catalog: PeopleSoft

#### Service Description

PeopleSoft is a financial system that encompasses transaction for procurement to payment, proposals to awards, bill to cash, and ledger activities including reporting and reconciliation. Additional information about PeopleSoft can be found at the Controller's Office [PeopleSoft homepage](#)<sup>131</sup>.

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#### Using PeopleSoft

Please review the [Administrative Systems Certification Procedures](#) (page 0) for further information.

[Log on to PeopleSoft](#)<sup>132</sup>

Information on how to use PeopleSoft can be found at the Controller's Office [PeopleSoft homepage](#)<sup>133</sup>.

#### Availability

PeopleSoft is available:

- M-F, 7 a.m. – 7 p.m.
- S-S, 7 a.m. – 5 p.m. (except 3<sup>rd</sup> weekend of the month for maintenance)

## Getting Help

For help with password resets, PeopleSoft questions, or support issues, contact the [Application Services Customer Support Help Desk](#)<sup>134</sup> by calling 514-4100, option 3.

## Related Services & Links

[PeopleSoft User Request Form](#)<sup>135</sup>

[OLFS Journals](#)<sup>136</sup>

[Proposal Express](#)<sup>137</sup>

[Research Administration System \(RAS\)](#)<sup>138</sup>

## 1.6.22 Service Catalog: Remedy IT Service Management (ITSM)

### Service Description

Remedy IT Service Management (ITSM) is a client-server based application suite used by IT departments that wish to integrate their IT service management processes. ITSM unifies service desk, incident, problem, change, asset life cycle, and service level management applications with a single configuration management database (CMDB), data model, workflow platform, and user interface.

### News & Alerts

Remedy ITSM [news and alerts](#) (page 0).

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### Using Remedy ITSM

[Getting a Remedy Account](#)<sup>139</sup>

[Log in to Remedy ITSM online](#)<sup>140</sup>

[Remedy User Guides](#)<sup>141</sup>

**[Remedy ITSM 7 Implementation: User Information](#) (page 0)**

**[Remedy FAQs](#) (page 0)**

### Additional Features and Functions

The Remedy ITSM suite includes four applications:

Remedy **Service Desk** enables IT to respond quickly and efficiently to conditions that disrupt critical services by automating incident and problem management processes, and acts as a single point of contact for user requests, user-submitted incidents, and infrastructure-generated incidents.

Remedy **Change Management** increases the speed and consistency in which you implement changes, and minimizes business risk and disruption by delivering comprehensive policy, process management, and planning capabilities.

Remedy **Asset Management** helps you lower IT costs, manage compliance, and improve your return on capital with an operational approach to life cycle, inventory, contract, and cost controls of IT assets.

Remedy **Service Level Management** helps you align crucial IT infrastructure and service support processes with the priorities of the business, and automates, monitors, and manages the entire range of service level agreement processes for commitments made between IT and the businesses or customers they support.

#### Pricing

Remedy ITSM is available to all IT departments at UCSF.

Every Remedy user has a User Name with a corresponding license type. The license issued to your account is based on how often you will be using the system.

- With a *Fixed License* you can read, submit and update existing requests. Fixed licenses are permanently associated with a single user name. You can always access the Remedy tool.
- With a *Floating License* you have the same privileges as a Fixed License, but your license is not associated with a single user name. A pool of Floating Licenses is available at any given time. If all licenses are in use by other support staff, when you log in you will receive a warning advising you of this. You can still read and submit requests but you are not allowed to update existing requests. If a license becomes available while you are logged in, it will be allocated to you.

Below is our Monthly Rates (effective July 1, 2009)

	Fixed	Floating
Baseline (Required)	<b>\$121</b>	<b>\$303</b>
Service Desk Application	+ \$16	+ \$41
Change Management Application	+ \$39	+ \$98
Asset Management Application	+ \$32	+ \$81

\*Minimum usage requires one baseline license plus one of the application licenses.

A Remedy development team analyst will provide you with specific pricing details based on your request to [OAAIS Customer Support](#)<sup>142</sup>.

#### Availability

Remedy is available for use at all times except when there are scheduled maintenance events.

#### Getting Help

For help with password resets, Remedy ITSM questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>143</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>144</sup>

## Software

Remedy ITSM may be accessed online via [remedy.ucsf.edu](http://remedy.ucsf.edu)<sup>145</sup> or by downloading the [Remedy desktop software](#)<sup>146</sup>

## Standards

Remedy ITSM suite of applications provides out-of-the-box workflow automation within [IT Infrastructure Library \(ITIL\)](#)<sup>147</sup> best practice processes.

## Metrics & Statistics

[Remedy ITSM reports](#)<sup>148</sup>

### 1.6.23 Service Catalog: Research Administration Services

#### **Service Description**

#### **How to Obtain Services**

- 
- 
- 

#### **Hours of Availability**

#### **Costs and Billing**

#### **Contact Information**

OAAIS Customer Support is available at:

- Web: <http://help.ucsf.edu><sup>149</sup>
- Email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>150</sup>
- Phone: (415) 514-4100, option 2.

Customer Support is staffed Monday through Friday 7:00 a.m. until 6:00 p.m. (Except [UC Holidays](#)<sup>151</sup>).

### 1.6.24 Service Catalog: Resident and Fellow Systems (RFS)

#### **Service Description**

The School of Medicine Dean's Office of Graduate Medical Education (GME) appoints interns, residents and clinical fellows with patient care activities as part of their training. The appointment data is recorded in the OLPPS-RFS database. The Resident and Clinical Fellow Appointment System (RFS) within OLPPS is a distributed database that allows users in department/division/program-level units to view, enter, and change appointment data.

RFS is the official record of appointment, housestaff credentialing and rotation data for residents and clinical fellows. Postdoctoral research fellows, visiting scholars, medical students doing clerkships, postgraduate researchers and clinical instructors are not included in RFS.

The School of Medicine Dean’s Office, UCSF and Mt. Zion Medical Staff Offices, UCSF Medical Center Reimbursement Office, the UC Office of the President, the San Francisco General Hospital Medical Staff Office and Dean’s Office, and others all use the data from RFS.

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## Using RFS

For any questions about RFS and how to access it or how to use it, please refer to the RFS manual or contact GME at 476-4562.

For further information, please review the [Administrative Systems Certification Procedures](#) (page 0).

[RFS User's Manual](#)<sup>152</sup>

[RFS School Codes](#)<sup>153</sup>

[RFS Training Codes](#)<sup>154</sup>

[RFS Rotation Detail Guidelines](#)<sup>155</sup>

[RFS Hospital Codes for Rotations](#)<sup>156</sup>

## Availability

OLPPS-RFS is available Monday through Friday, 7a.m. – 6 p.m.

## Getting Help

For help with access, password resets, or general technical questions about OLPPS, contact:

Your departmental Computer Support Coordinator (CSC) or Access Administrator, or OAAIS Customer Support Service Desk:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>157</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>158</sup>

For information regarding RFS access within the OLPPS system and for RFS screen/data questions, call the Senior Analyst for Appointments and Licensure in the GME Office at 415-514-0146.

## Related Services & Links

[OLPPS](#) (page 27)

### 1.6.25 Service Catalog: Security Tools

#### **Service Description**

Enterprise Information Security (EIS) provides a suite of security tools to UCSF faculty, staff, and students. These tools include Spy Sweeper anti-spyware, Sophos anti-virus, Sygate firewall, and Pointsec encryption.

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## Using Security Tools

### **Spy Sweeper**

The Webroot Spy Sweeper tool protects your computer from spyware. Once installed, Spy Sweeper definitions are automatically pushed to clients from the software vendor Webroot as they become available.

[Spy Sweeper User Configuration Guide](#) (page 0)

[Spy Sweeper License and Download Information](#) (page 0)

### **Sophos**

Sophos is an enterprise anti-virus software solution for the UCSF community. Once the client is installed on your computer, the centralized OAAIS Sophos Enterprise servers automatically push updates to the clients as they become available from Sophos. No user interaction is required.

[Sophos User Guide for Windows 2000/XP/2003](#)<sup>159</sup>

[Sophos User Guide for Mac OS X](#)<sup>160</sup>

[Sophos License and Download Information](#) (page 0)

### **Sygate**

Sygate is a host based enterprise firewall and is a security oriented software that installs on individual workstations, servers, and laptops. Host based firewalls provide the ability to control network traffic through the enforcement of policies that govern permissions for network traffic to be allowed into and out of the computer. Once installed, Sygate provides a centrally controlled, customizable firewall providing a layer in the overall scheme of computer protection.

[Information about Host Based Firewall](#) (page 0)

[Sygate Quick Start Guide](#) (page 0)

[Sygate Download Information](#) (page 0)

### **Pointsec Encryption**

[Pointsec](#)<sup>161</sup> provides whole disk encryption for Windows computer. Whole disk encryption is a solution for protecting all data on an entire desktop or laptop by securing disk contents, including system and temporary files, automatically safeguarding sensitive data from unauthorized access.

[Pointsec Overview Document](#)<sup>162</sup>

[Pointsec Administration Guide](#)<sup>163</sup>

### Pricing

[Spy Sweeper, Sophos, and Sygate are available to all members of the UCSF community free of charge.](#)

Pointsec: \$100 per device the first year, \$50 per device each subsequent year.

### Availability

Once installed, Spy Sweeper, Sophos, Sygate, and Pointsec are available for use at all times.

### Getting Help

For help, questions, or support issues regarding Security Tools:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>164</sup>

- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>165</sup>

[FAQ<sup>166</sup> – Spy Sweeper Frequently Asked Questions](#)

[FAQ<sup>167</sup> – Sophos Frequently Asked Questions](#)

[FAQ<sup>168</sup> – Sygate Frequently Asked Questions](#)

[FAQ<sup>169</sup> – Pointsec Frequently Asked Questions](#)

Policy Information

[Information Security Policies, Procedures, and Guidelines<sup>170</sup>](#)

Related Services & Links

[Information Security Services](#) (page 17)

[Best Practices<sup>171</sup>](#)

[Security Awareness, Training & Education<sup>172</sup> \(SATE\)](#)

[www.webroot.com](http://www.webroot.com)<sup>173</sup>

[www.sophos.com](http://www.sophos.com)<sup>174</sup>

## 1.6.26 Service Catalog: Services by Category



DRAFT Document - Parts with No data are in Greek

### SERVICES BY CATEGORY

#### Application Services

##### Effort Reporting

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV  
1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

##### Financial Systems

Faculty	Staff	Student
	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n  
uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

##### Human Resource Systems

Faculty	Staff	Student
	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV  
1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

##### Payroll Systems

Faculty	Staff	Student
	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n  
uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

## Research Administration Services

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

## Email and Calendaring Services

### Calendaring Services

Applicable to:
Faculty Staff Student

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Electronic Mailing Lists (Listservs)

Applicable to:
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Email

Applicable to:
Faculty Staff Student

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Listservs

Applicable to:
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

## Information Security Services

### Encryption Services

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Firewalls

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Information Security Forensic Services

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Information Security Planning

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Information Security Training and Awareness

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Security Tools

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

**SSL Certificates**

Faculty	Staff	Student
✓	✓	✓

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

**Middleware\* [need to find a better name]**

**Access Management**

Applicable to:
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

**Campus Locator System**

Applicable to:
Faculty Staff Student

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

**Directory Services**

Applicable to:
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

**Identity Management**

Applicable to:
Faculty Staff Student

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

**Wireless Networking**

Applicable to:
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

**Research Data Services**

**Data Warehouse Systems**

Faculty	Staff	Student
✓	✓	✓

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

**Database Administration**

Faculty	Staff	Student
✓	✓	✓

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

**Secure Data Environment**

Applicable to:
Faculty Staff Student

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

Service / Help Desk	
<b>Customer Support Service Desk</b>	<small>Applicable to: Faculty Staff Student</small>
<ul style="list-style-type: none"> <li>• Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.</li> </ul>	
<b>Service Desk</b>	<small>Applicable to: Faculty Staff Student</small>
<ul style="list-style-type: none"> <li>• Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.</li> </ul>	

## Telecommunication Services

### Audio Conferencing

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### BlackBerry Service

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Mobile Device Support

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Pagers

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Phone Services and Voicemail

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Video Conferencing

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Web Conferencing

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

## Workstation / Desktop Support Services

### Desktop and LAN Support

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Network Services

Faculty	Staff	Student
✓	✓	

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### Server Hosting

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Software Licensing

Applicable to:  
Faculty Staff Student

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### VPN - Virtual Private Network

Faculty	Staff	Student
✓	✓	

- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

### Workstation Support



- Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

## 1.6.27 Service Catalog: Software Licensing

### Service Description

Customer Support Services and UCOP provide information, documentation, and licensed software for the campus community. We do not provide technical support for every application.

### Using Software Licenses

Go to the [Licensed Software](#) (page 0) page to view a list of the software available for download or purchase. You will also find there links to research software provided by the campus library and licensed software vendors with Systemwide agreements.

### Pricing

Many of the UCSF-provided software products are free. Ordering directions and cost of other products is available in the documentation for each product.

### Availability

The licensed software page is available 7 days a week, 24 hours a day.

### Getting Help

For questions related to software licensing agreements, please see [UCOP Licensed Software Vendors](#)<sup>175</sup>.

For questions related to purchasing software, please consult the [vendor's documentation](#)<sup>176</sup> or contact [Campus Procurement & Business Contracts](#)<sup>177</sup>.

For Software Volume License Agreements (Microsoft Select and MCCA; Filemaker Pro; Adobe; Symantec; and McAfee) contact our SVLA reseller, [SHI](#)<sup>178</sup>.

### Related Services and Links

[Software Supported by Research Software Licensing](#)<sup>179</sup>(Campus Library)  
[UCOP Licensed Software Vendors](#)<sup>180</sup>

## 1.6.28 Service Catalog: Student Information Systems

### Service Description

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### How to Obtain Services

Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.
- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.
- Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### **Hours of Availability**

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### **Costs and Billing**

Shme wsh: E n cete nan up rconta apologism m sw thV prohgo menhV uphres aV 1-800-diask yewn, oi plhrofor eV apologismo saV param noun oi dieV.

Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV. Oi akoustik V uphres eV s skeyhV par contai ap prof rei mia pl rh seir tw n akoustik n uphresi n gia na ikanopoi sei tiV an gkeV s skey V saV.

### **Contact Information**

OAAIS Customer Support is available at:

- Web: <http://help.ucsf.edu><sup>181</sup>
- Email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>182</sup>
- Phone: (415) 514-4100, option 2.

Customer Support is staffed Monday through Friday 7:00 a.m. until 6:00 p.m. (Except [UC Holidays](#)<sup>183</sup>).

## **1.6.29 Service Catalog: The Health Record Electronic Data Service (THREDS) Service Description**

THREDS is a service that extracts longitudinal data from clinical databases on Community Health Network (CHN) patients from San Francisco General Hospital (SFGH) and other DPH facilities for research purposes. Typical uses of THREDS data include: 1) Summary statistics; 2) Generation of condition-specific patient populations for study recruitment / chart review; 3) Outcomes research using historical data in CHN databases.

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Using The Health Record Electronic Data Service

THREDS is available by submitting the proper application forms, including the proper CHR approvals. [Information about THREDS and application forms](#)<sup>184</sup>.

## Additional Features and Functions

Various data sources are used, primarily the LCR (Lifetime Clinical Record) at SFGH and other DPH facilities. Data is available going back to 1996 to answer specific research questions.

## Pricing

As of July 1, 2009, THREDS services will be charged at the standard CTSI (Clinical & Translational Science) rate for data management staff time, which is currently \$100/hour with quarter hour increments after the first hour. Researchers will be asked to provide fund and DPA numbers. All billing for the CTSI Consultation Data Management service occurs monthly, following the month of service.

## Availability

The website is available on a continuous basis.

Service is available during regular business hours: M – F, 8 a.m. – 5 p.m.

## Getting Help

For additional THREDS support questions and information, contact [ketty.mobed@ucsf.edu](mailto:ketty.mobed@ucsf.edu)<sup>185</sup>.

## Policy Information

[University of California Electronic Communications Policy](#)<sup>186</sup> (ECP)

## 1.6.30 Service Catalog: Voice Network Services

### Service Description

Faculty and staff can order phone lines and voice mail services from OAAIS Enterprise Network Services (ENS).

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### Using Voice Network Services

OAAIS ENS Service Center will assist you in determining the available options to meet your needs. These options are available by submitting a request via [help.ucsf.edu](http://help.ucsf.edu)<sup>187</sup>.

#### Telephone Sets

A variety of single-line and multi-line instruments are available.

[Analog Phone Models](#) (page 0)

[Digital Phone Models](#) (page 0)

#### Telephone Features

A variety of features are available for single-line and multi-line instruments.

[Dialing Instructions](#) (page 0)

[Analog Telephone Feature Guide](#) (page 0)

[Digital Telephone Feature Guide](#) (page 0)

#### Voicemail

Voicemail service is *optional* and will not be assigned unless the service is requested.

[Voicemail Initialization and User Information](#) (page 0)

Pricing

OAAIS Enterprise Network Services (ENS) will provide you with pricing details on the above listed services, based on your request.

[Price List for Phones](#) (page 0)

Billing

[Online Access to OAAIS Phone Recharges](#)<sup>188</sup>

To obtain access, contact Maria Tam (email: [Maria.Tam@ucsf.edu](mailto:Maria.Tam@ucsf.edu)<sup>189</sup>, phone: 415.476.1960) or Grace Wong (email: [Grace.Wong@ucsf.edu](mailto:Grace.Wong@ucsf.edu)<sup>190</sup>, phone: 415.502.7924).

Availability

Phone services are available for use at all times except when there are scheduled maintenance events.

Operational support is available Monday through Friday, 7 a.m. – 6 p.m. (excludes UCSF holidays)

Getting Help

For help with voice related issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>191</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>192</sup>

Related Services & Links

[Audio Conferencing](#) (page 9)

[UCSF Directory](#)<sup>193</sup>

[Pager Service](#) (page 28)

For additional services not offered by OAAIS, such as ordering cell phones, headsets, DSL accounts, etc., please contact your department administrator.

### 1.6.31 Service Catalog: [vpn@UCSF](mailto:vpn@UCSF) **Service Description**

[vpn@UCSF](mailto:vpn@UCSF) is a web-based Virtual Private Network (VPN) service. VPN allows users, who are not on the UCSF network, access to restricted resources on the UCSF network (e.g., one file server, or to connect to a desktop using remote control software like Windows Remote desktop or Timbuktu).

## Using vpn@UCSF

vpn@UCSF utilizes Java to connect you to the UCSF computing network. The minimum version of Java supported by the system is Sun Java v1.4.1 or Sun Java 1.4.2, depending on your operating system. If your install is not up-to-date, please see our instructions on how to [update java](#)<sup>194</sup>.

Connecting to the vpn@UCSF service is easy. Just log in using your VPN User ID and Password (or for students, your SAA User ID and PIN) to the following webpage:

**Log in to vpn@UCSF at <https://vpn.ucsf.edu>**<sup>195</sup>.

[Getting VPN Access](#) (page 0)

[VPN Quick Start Mini-Guide](#)<sup>196</sup>

## Pricing

VPN is available to all members of the UCSF community free of charge.

## Availability

VPN is available for use at all times except when there are scheduled maintenance events.

## Getting Help

Support for VPN is available M-F, 7 a.m. – 6 p.m.

For help with password resets, VPN questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>197</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>198</sup>

[VPN FAQs](#)<sup>199</sup>

[VPN Migration Information](#) (page 0)

## Related Services & Links

[Network Services](#) (page 13)

[Security Tools](#) (page 33)

## 1.6.32 Service Catalog: Web Inquiry

### Service Description

Web Inquiry is a Payroll and Personnel EDB Web inquiry Application. Employees data related to appointments, benefit, leave accruals, etc., information in OLPPS EDB are available on WEB Inquiry.

## Using Web Inquiry

Employees with OLPPS EDB access are automatically granted permission to Web Inquiry. Please contact department Access Administrator and/or Business Officer regarding the request to access OLPPS EDB / Web Inquiry.

Access to Web Inquiry: <https://prod.ucop.edu/pp2cgi/ucdb2www/ppslogon.d2w/main>

[Web Inquiry Documentation](#)<sup>200</sup>

## Availability

Web Inquiry is available within UCSF Internal Network behind the Firewall.

Web Inquiry is compatible with the browser: Internet Explorer, Firefox, Safari, and Netscape

## Getting Help

Customer Support for Web Inquiry is available M-F, 7 a.m. – 6 p.m.

For help with password resets, questions, or support issues:

- Submit a ticket at <http://help.ucsf.edu><sup>201</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>202</sup>

To request a new account to access to OLPPS / Web Inquiry, please contact your Department Access Administrator and/or Business Officer for further information.

## Related Services & Links

[OLPPS](#) <sup>203</sup>

### 1.6.33 Service Catalog: WebLinks Service Description

WebLinks is a web-based tool for reporting financial, payroll and personnel information within UCSF.

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## Using WebLinks

- [WebLinks Certification Process Webinar](#)<sup>204</sup> (video/x-ms-wmv, 40.7 MB, [info](#)<sup>205</sup>)
- [WebLinks Certification Presentation](#) (page 0) (application/vnd.ms-powerpoint, 1.1 MB, [info](#)<sup>206</sup>)

To access WebLinks, please go to: <http://weblinks.ucsf.edu>

- [WebLinks Certification Procedures](#)<sup>207</sup>
- [WebLinks Best Practices Reporting Guidelines](#)<sup>208</sup>

## Additional Features and Functions

### **WebLinks Financials**

WebLinks Financials gives you financial information about the accounts or funds that you are responsible for monitoring. With WebLinks, you can:

- Discover if an invoice or check request has been paid without calling the Controller's Office
- Choose from a variety of reporting options: get a big and long-term picture, or the detail of a particular expense.
- Download information into Excel to create custom spreadsheets
- Find out if your ledger has been charged for specific expenses

[WebLinks Financial Manual](#)<sup>209</sup>

### **WebLinks Payroll Personnel**

WebLinks Payroll Personnel provides you with payroll expense detail, employee appointment and distribution information, and other important reports that assist you in monitoring payroll and personnel.

Use WebLinks Payroll Personnel to:

- Reconcile the payroll ledger
- Look up end dates for appointments and distributions
- Create employee lists
- Download information into Excel to create custom spreadsheets
- Determine which visas are expiring for non-citizens
- Create departmental phone lists

[WebLinks Payroll Personnel Manual](#)<sup>210</sup>

#### Availability

WebLinks is available Monday through Friday, 7a.m. – 6 p.m.

#### Getting Help

For help with password resets, WebLinks questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>211</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>212</sup>

### **1.6.34 Service Catalog: Web Merit**

#### **Service Description**

Web Merit is a UC systemwide application that automates and distributes many of the tasks associated with batch merit increases. The application provides permission levels (control point, department) for staff in departments given responsibility to view rosters and edit merit recommendations for staff eligible for increases. An administrator sets up merit cycles and

manages the merit process up through payroll update.

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#### Using Web Merit

Users can log on to Web Merit using their OLPPS login and password. Access and permissions are set by your departmental Access Administrators using autoAccess.

[Web Merit Instructions](#)<sup>213</sup>

[Log on to Web Merit](#)<sup>214</sup>

#### Availability

Web Merit is available M-F, 7a.m. – 6 p.m.

#### Getting Help

For help with password resets, Web Merit questions, or support issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>215</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>216</sup>

#### Related Services & Links

[autoAccess](#) (page 10)

### 1.6.35 Service Catalog: Web PAN

#### Service Description

WEB PAN is an online application for PAN Mandatory and Non-mandatory reviewers to view PAN action. It provides the audit trail for the Post Authorization Notification (PAN) review.

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#### Using WEB PAN

Employees with OLPPS EDB access are automatically granted access to Web PAN. When an EDB and PAY transaction is generated in OLPPS, PAN Mandatory and Non-Mandatory Reviewers receive a post authorization notification (PAN) via email and the PAN will be delivered to reviewers' WEB PAN Inbox. In addition, users are able to retrieve PAN by action, Employee/Reviewer/Preparer ID and/or department code (up to 6 months).

Please contact your department Access Administrator and/or Business Officer regarding the request to access OLPPS EDB and WEB PAN.

Access to Web PAN: <https://prod.ucop.edu/pp2cgi/ucdb2www/ppslgon.d2w/main><sup>217</sup>

[WEB PAN Documentation](#)<sup>218</sup>

#### Availability

Web PAN is available within UCSF Internal Network behind the Firewall.

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Web PAN is compatible with the browser: Internet Explorer, Firefox, Safari, and Netscape

#### Getting Help

Customer Support for Web PAN is available M-F, 7 a.m. – 6 p.m.

For help with password resets, questions, or support issues:

- Submit a ticket at <http://help.ucsf.edu><sup>219</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [customersupport@ucsf.edu](mailto:customersupport@ucsf.edu)<sup>220</sup>

To request a new account to access to OLPPS / Web Inquiry, please contact your Department Access Administrator and/or Business Officer for further information.

#### Related Services & Links

[OLPPS](#)<sup>221</sup>

### 1.6.36 Service Catalog: Wireless Access

#### Service Description

Wireless access allows UCSF personnel and students to connect a laptop computer to the campus network and Internet from many UCSF locations.

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#### Using Wireless Service

##### Three Ways to Connect

1. New, preferred method using [vpn@UCSF \(UCSFnet\)](#)
  - No configuration required
  - Log in through a web browser using your MyAccess ID
  - Essentially no time required to set up
2. New method using WPA/WPA2 (**UCSFwpa**)\*
  - Requires configuration of desktop client
  - Log in using your MyAccess ID
  - About 15-20 minutes to set up
3. Old method using Galen
  - Will be phased out for general use – date TBD
  - **Library wireless**<sup>222</sup> **will continue to use GALEN**  
([Click to request a GALEN™ account](#)<sup>223</sup>)
  - Between 30-45 minutes to set up

## **Quick Guide to Configuring Wireless Connections**<sup>224</sup>

\*Please note that the quick guide instructions for configuring Vista to the UCSFwpa wireless network are for early versions of Vista, and may not work with more recent versions. We recommend configuring your connection using UCSFnet, instead.

### **Wireless Coverage Maps:**

[Langley Porter](#) (page 0) | [Millberry Union](#) (page 0) | [Nursing](#) (page 0) | [Health Sciences West](#) (page 0) | [Clinical Sciences](#) (page 0) | [Medical Sciences](#) (page 0) | [UC Hall](#) (page 0)

### Availability

Wireless service is available for use at all times except when there are scheduled and announced maintenance events.

### Getting Help

#### **Wireless FAQs (page 0)**

For help with wireless access related issues:

- Submit a ticket at [help.ucsf.edu](http://help.ucsf.edu)<sup>225</sup>
- Call the OAAIS Service Desk at 415-514-4100, option 2
- email: [CustomerSupport@ucsf.edu](mailto:CustomerSupport@ucsf.edu)<sup>226</sup>

### Related Services & Links

[Virtual Private Network](#) (page 42)(VPN)

[VPN Migration](#) (page 0) (using MyAccess ID/Password)

[Service Catalog: MyAccess](#) (page 23)

[GALEN Accounts](#)<sup>227</sup> (for Library wireless access)

[Network Services](#) (page 13)

[UCSF Campus Wireless LAN Project](#) (page 0)

### Notes

1. [http://oaais.ucsf.edu/books/oaais\\_service\\_catalog--20090219-172952/publications/pdf/output/book.pdf](http://oaais.ucsf.edu/books/oaais_service_catalog--20090219-172952/publications/pdf/output/book.pdf)
2. [http://oaais.ucsf.edu/books/oaais\\_service\\_catalog--20090219-172952/publications/html-chunked/output/index.html](http://oaais.ucsf.edu/books/oaais_service_catalog--20090219-172952/publications/html-chunked/output/index.html)
3. <http://myaccess.ucsf.edu/>
4. <http://vpn.ucsf.edu/>
5. <http://help.ucsf.edu/>
6. <mailto:CustomerSupport@ucsf.edu>
7. <http://academicaffairs.ucsf.edu/index.php>
8. <http://www.conferenceplus.com/conferencing/audio/>
9. <https://www.conferenceplus.com/confcenter/accountRegistration/newhostsetup.aspx?cid=70540021286678&t=1>
10. </OAAIS/services/8-DSY/229-DSY/246-DSY.html>
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12. <http://www.conferenceplus.com/conferencing/audio/>
13. <http://help.ucsf.edu/>
14. <mailto:CustomerSupport@ucsf.edu>
15. <http://oaais.ucsf.edu/OAAIS/2551-DSY/version/default/part/AttachmentData/data/AutoAccessTownHall.pdf>
16. <http://myaccess.ucsf.edu/>
17. <http://oaais.ucsf.edu/OAAIS/2549-DSY/version/default/part/AttachmentData/data/AutoAccessGuide.pdf>
18. <http://help.ucsf.edu/>
19. <mailto:CustomerSupport@ucsf.edu>
20. <http://hod.ucop.edu/hod/mainframewebstart.html>
21. <http://oaais.ucsf.edu/OAAIS/services/332-DSY/42-DSY/187-DSY.html>
22. <http://oaais.ucsf.edu/OAAIS/services/332-DSY/42-DSY/186-DSY.html>
23. <http://help.ucsf.edu/>
24. <mailto:CustomerSupport@ucsf.edu>
25. <http://directory.ucsf.edu/>
26. <http://help.ucsf.edu/>
27. <mailto:customersupport@ucsf.edu>
28. <http://saawww.ucsf.edu/admission/calendar.html>
29. <http://help.ucsf.edu/>
30. <mailto:CustomerSupport@ucsf.edu>
31. <http://www.library.ucsf.edu/info/wireless/>
32. <http://www.library.ucsf.edu/info/accounts.html>
33. <mailto:Kurt.Glowienke@ucsf.edu>
34. [http://directory.ucsf.edu/people\\_search.jsp](http://directory.ucsf.edu/people_search.jsp)
35. <http://directory.ucsf.edu/departments.jsp>
36. <http://oaais.ucsf.edu/OAAIS/services/directories/g1/181-DSY.html>
37. <http://oaais.ucsf.edu/OAAIS/services/directories/g1/182-DSY.html>
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39. <mailto:CustomerSupport@ucsf.edu>
40. <http://oaais.ucsf.edu/OAAIS/316-DSY.html>
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55. <http://security.ucsf.edu/EIS/BestPractices.html>
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65. <http://security.ucsf.edu/EIS/PoliciesGuidelinesandProcedures/AccessWithoutConsent.html>
66. <http://hipaa.ucsf.edu/>
67. <http://security.ucsf.edu/EIS/PoliciesGuidelinesandProcedures/SB1386.html>
68. <http://security.ucsf.edu/EIS/Names/DMCA.html>
69. <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>
70. <http://security.ucsf.edu/EIS/Names/e-Discovery.html>
71. [http://oaais.ucsf.edu/service\\_catalog/1919-DSY.html](http://oaais.ucsf.edu/service_catalog/1919-DSY.html)
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73. <mailto:tiki.maxwell@ucsf.edu>
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78. <http://help.ucsf.edu/>
79. <mailto:CustomerSupport@ucsf.edu>
80. <http://security.ucsf.edu/EIS/Names/MinimumStandards.html>
81. [../././networking/research\\_data/1034-DSY.html](http://networking/research_data/1034-DSY.html)
82. [http://help.ucsf.edu/custom/listserv\\_request.jsp](http://help.ucsf.edu/custom/listserv_request.jsp)
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124. <http://oaais.ucsf.edu/OAAIS/176-DSY/version/default/part/AttachmentData/data/OLPPSGuide%20R10.31.06.pdf>
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156. <http://www.medschool.ucsf.edu/gme/pdf/RfsHospcodes.pdf>
157. <http://help.ucsf.edu/>
158. <mailto:CustomerSupport@ucsf.edu>
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160. [http://oaais.ucsf.edu/OAAIS/684-DSY/version/default/part/AttachmentData/data/MacOSX\\_User\\_Manual.pdf](http://oaais.ucsf.edu/OAAIS/684-DSY/version/default/part/AttachmentData/data/MacOSX_User_Manual.pdf)
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162. <http://security.ucsf.edu/EIS/2676-DSY/version/4/part/4/data/Pointsec%20Overview.pdf?branch=main&language=default>
163. <http://security.ucsf.edu/EIS/2677-DSY/version/3/part/4/data/Pointsec%20Administration%20Guide.pdf?branch=main&language=default>
164. <http://help.ucsf.edu/>
165. <mailto:CustomerSupport@ucsf.edu>
166. <http://oaais.ucsf.edu/OAAIS/services/7-DSY/InformationSecuritySoftware/antispware/388-DSY.html>
167. <http://security.ucsf.edu/EIS/ServicesAndProducts/AntiVirus/SophosFAQ.html>
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184. <http://ctsi.ucsf.edu/bi/threds.php>
185. <mailto:ketty.mobed@ucsf.edu>
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189. <mailto:Maria.Tam@ucsf.edu>
190. <mailto:Grace.Wong@ucsf.edu>
191. <http://help.ucsf.edu/>
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193. <http://directory.ucsf.edu/>
194. [http://security.ucsf.edu/EIS/services\\_products/RemoteAccessVPN/WebSSLVPN/WebSSLVPNFAQ/HowtoUpdateJava.html](http://security.ucsf.edu/EIS/services_products/RemoteAccessVPN/WebSSLVPN/WebSSLVPNFAQ/HowtoUpdateJava.html)
195. <https://vpn.ucsf.edu/>
196. [http://security.ucsf.edu/EIS/services\\_products/RemoteAccessVPN/WebSSLVPN/QuickStartGuide.html](http://security.ucsf.edu/EIS/services_products/RemoteAccessVPN/WebSSLVPN/QuickStartGuide.html)
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202. <mailto:customersupport@ucsf.edu>
203. <http://oaais.ucsf.edu/OAAIS/1913-DSY.html>
204. [http://oaais.ucsf.edu/OAAIS/2651-DSY/version/default/part/AttachmentData/data/UCSF\\_27FEB08\\_FIN.wmv](http://oaais.ucsf.edu/OAAIS/2651-DSY/version/default/part/AttachmentData/data/UCSF_27FEB08_FIN.wmv)
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