

UConn AnyWare
Business to Business Model
Service Definition

-- Draft --

Version 1

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Purpose

This document defines the scope of the defined service, service roles, and current support requirements needed to successfully deliver the UITS Business to Business (B2B) model of the UConn AnyWare service.

Scope

UITS will provide UConn IT Staff with a development environment to install, configure, test, and package new software for deployment through the UConn AnyWare service.

Service Roles

UConn AnyWare Service Manager

- Documents the relevant processes, procedures, and best practices regarding service usage
- Facilitates communications and notifications relevant to the service
- Plans, communicates, and implements service enhancements and changes
- Negotiates, purchases, and manages software licenses for all software deployed through the UConn AnyWare B2B service which are not managed through the UConn Software group.

UConn IT Staff

- Manages software entitlements via user groups maintenance in the central UConn Active Directory.
- Installs, configures, tests, and packages software in development environment for deployment in production environment
- Provides regularly-updated software packages to address security problems, functionality issues, and additional features, as new versions are released from the software manufacturer.
- Provides end-user technical support for all software not managed through the UConn Software group

Service Components

Citrix XenApp

- UConn IT Staff are provided a non-production version of a Citrix XenApp server for installing, configuring, testing, and packaging software for deployment to the production environment

Active Directory

- UITS will provide groups which will be populated with authorized users of the software. UConn IT will manage authorizations through adding and removing user accounts in this group.

Current Support Requirements

- UITS does not provide support for specific software packages or functions of software but will deploy packages created by UConn IT into the production UConn AnyWare environment.
- Some applications may not be suitable for a virtualized application environment, based on resource requirements, license restriction, or lack of modern development. UConn IT staff should seek vendor documentation indicating XenApp support for the software.
- Requests for new software licenses in UConn AnyWare can be made by contacting the UITS Help Center:

- UITS will bring requests for software that will be used by multiple departments or large populations to the UConn Software Group (<http://software.uconn.edu>), which advocates for the acquisition and support of instructional, administrative, and research software.
- Software that is intended for smaller audiences will be managed by UITS with a yearly funds transfer from a KFS account, as needed. UITS will negotiate software pricing, ensure support is available, and manage renewals and upgrades.