UConn AnyWare
Business to Customer 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 Customer (B2C) model of the UConn AnyWare service.

Scope

The UConn AnyWare service provides students, faculty, and staff with a highly available, personalized environment to access properly-licensed, virtualized software on any Internet-connected computer, laptop, or mobile device.

Approximately 700 concurrent users are allowed to use the UConn AnyWare service at any given time.

UITS technical staff will install, configure, and maintain applications licensed by the UConn Software Group for University student, faculty, and staff use.

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

UConn AnyWare Software Manager

- Installs, configures, and maintains software licensed through the UConn Software Group in the UConn AnyWare environment

- Requests for new software installations in UConn AnyWare can be made by contacting the UITS Help Center.
    - o 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.

    - o 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.

Current Support Requirements

- UITS does not provide technical support for usage of specific software packages or functions but will ensure a properly functioning installation and configuration. Support for specific application will, instead, be facilitated by UITS using a Customer-to-Customer model, via direct community interaction.

- Some applications may not be suitable for a virtualized application environment, based on their hardware resource requirement, license restriction, or lack of modern development. UITS will work with customers, campus IT, and vendors to evaluate the suitability in the virtualized environment. Vendor documentation indicating XenApp support for the software is generally required.