Overview of ITS Shared Services

MiWorkspace
Available as a public good, MiWorkspace is a comprehensive new service for desktop computing technologies and support, including printing, network connectivity, storage, security, and software. It’s the most customer-facing of the new ITS Shared Services at this time.

- It provides a secure computing environment that allows easy access to applications and information.
- Windows and Mac hardware and software are supported by the service.
- Linux software and support will be available in calendar year 2014.
- New print options include “Follow Me Print,” a secure and on-demand printing feature that works with a swipe of your MCard on any MiWorkspace multi-function printer.
- The service introduces an all-new support model that integrates the Service Center (4-HELP) with desktop support — a "one-stop" for desktop and general computing needs.

MiServer & MiDatabase
Housed and operated in University of Michigan data centers, MiServer and MiDatabase are two new services that allow units or individuals to run server and database systems in a virtual environment managed by ITS. One goal of the new services is to minimize unit maintenance, allowing faculty, staff and students to focus on learning, teaching, knowledge and research. Available for a fee, these new services include:

MiServer
- Managed Operating System
- Complete migration service
- Backup and recovery
- Monitoring
- Upgrades & Patching
- Disaster recovery
- Customer service through the Service Center

MiDatabase
- Managed Database - MS SQLServer & MySQL
- Database maintenance
- Complete migration service
- Backup and recovery
- Monitoring
- Upgrades & Patching
- Disaster recovery
- Customer service through the Service Center

Information Assurance Services
As the university’s primary IT security provider, ITS’ Office of Information and Infrastructure Assurance (IIA) secures U-M technology resources, educates the campus community on security-related issues, and develops policies and standards to guide the safe and compliant use of IT resources and university data. Security and privacy features are included in all shared IT services and are also available through the following two services:
IT Security Essential
Available as a public good to every unit on campus, this comprehensive suite of security and privacy services offers campus-wide IT solutions to increase security and regulatory compliance. This includes:

- IT Policy & Standards Development
- Education & Outreach
- Security Incident Response
- Detection & Protection
- Risk Assessments

Toll Security Services
Available for a fee, these a la carte security services meet the advanced security needs of unit-unique applications and systems. Services may be obtained as a one-time activity or as an ongoing option for units or researchers. This includes:

- Security Consulting (short and long term)
- Disaster Recovery & Business Continuity Planning
- Ethical Hacking