



Critical Services List

The following represents a list of Puget Sound's critical technology services. The services highlighted in RED lettering denotes those services considered critical outside regular business hours. BLUE denotes services that should be evaluated for possible after hours response. NOTE: Definitions of some of these systems are included in the attached appendix. Items marked with an * means cloud hosted.

Academic

- **Canvas***
- Medial
- **Software license key server**
- WordPress
- WeBWork.pugetsound.edu

Administrative

- **KACE (K1000)**
- KACE (K2000)

Login System

- **Active Directory**
- **Cirrus Identity Bridge***
- **Okta* (login.pugetsound.edu)**

Major System

- **Email**
- **Google Workspace***
- **Main websites (pugetsound.edu)***
- **Network file servers**
- vDesk

Media

- Classroom equipment
- **Event spaces**

Network

- Click cable (off-campus host)
- **Core & Edge Network**
- **DHCP**
- **DNS**
- **MetaAccess**
- **Phone (VOIP) system (Retire AUG2022)**
- **Printing**

Network (continued)

- VPN
- **Wireless**
- **Zoom Phone (Active AUG2022)**

PeopleSoft

- **my.pugetsound.edu/Campus**
- **Financials**
- **Human Relations**

Other Department Systems

- 25Live* (Dining and Event Services)
- Accommodate* (Student Accessibility and Accommodations)
- Advocate* (Office of Student Conduct)
- **Alma* (Library catalog)**
- BASIS (Card access) (Business Services)
- **Digication ePortfolios* (Experiential Learning)**
- **Everfi (Human Resources)**
- **GET* (Dining and Event Services)**
- Handshake* (Career and Employment Services)
- Horizons* (Office of International Programs)
- KABA (Business Services)
- Metasys/Johnson Controls (Facilities Services)
- Millennium (Office of University Relations)
- MyOrderDesk* (Print and Copy Services)
- Odyssey/Micros (Dining and Event Services)
- Office 365* (Alumni and Parent Relations)
- **PointnClick (Counseling Health and Wellness Services)**
- **Prism RBS (Logger Store)**
- ReportExec* (Security Services)
- Roompack* (Residence Life)
- SchoolDude* (Facilities Services)
- Slate* (Office of Admission)
- **TouchNet Bill + Payment * (Student Financial Services)**

Appendix: Critical Services Definitions

Active Directory: An application used to help manage Puget Sound accounts and computers. If this application is unavailable or has issues, no one will be able to access a Puget Sound computer or application.

Canvas: A learning management system used by Puget Sound faculty to share curricular content with students, track assignments and complete grading. If this application is unavailable, students may be unable to submit assignments or view course materials.

Cirrus Identity Bridge: A login tool used to login to external systems registered with InCommon (e.g. library systems, admission portal).

Core & Edge Network: Central components of our Puget Sound network that facilitate Internet and phone communications. If we have a problem with our core or edge network equipment we may experience phone and/or Internet outages.

DHCP (Dynamic Host Configuration Protocol): A network service that tells a computing device that it has a unique Internet address on the Puget Sound network. If DHCP has problems then computing devices won't be able to access the Internet or network shares.

DNS (Domain Name System): A tool that is used to convert an application's unique identifier (IP address) to a name that is easy to remember (e.g. my.pugetsound.edu). If we have a problem with DNS, our websites and applications may not be easily accessible.

Key server: A tool used to track application licenses and grant access to applications. A problem with our key server may result in curricular applications not being accessible.

Medial: A video streaming application used by Puget Sound faculty to record and share video content with students.

Okta: A login tool used to provide single sign-on to various Puget Sound applications and enforce multi-factor authentication.

vDesk: An application used by Puget Sound students, faculty and staff to access a "virtual desktop" from any mobile device that gives access to specialty curricular applications and college network shares. If this is unavailable, some students may have difficulty completing course assignments.

VOIP (Voice Over Internet Protocol): The technical name for the type of phone system we use at Puget Sound that utilizes network equipment instead of traditional phone lines. If we have a problem with this system then we may not be able to make or receive phone calls on our desk phones.

VPN (Virtual Private Network): A service that some employees use to connect to our Puget Sound network from off-campus.