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.

Academic

- cs.pugetsound.edu
- Medial (Streaming video)
- **Moodle**
- sage.pugetsound.edu
- **Software license key server**
- Wordpress
- WeBWork.pugetsound.edu

Administrative

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

Login System

- **Active Directory**
- **CAS (primary authentication system)**
- OID
- Shibboleth

Major System

- **Email (webmail, and clients)**
- **Main websites (pugetsound.edu)**
- **Network file servers**
- Soundnet
- **vDesk**

Media

- Classroom equipment
- **Event spaces**

Network

- Anti-spam gateway
- Click cable (off-campus host)
- **Core & Edge Network**

Network (continued)

- **Phone (VOIP) system**
- **DHCP**
- **DNS**
- **Printing**
- **SafeConnect**
- VPN
- **Wireless**

PeopleSoft

- **Campus**
- **Financials**
- **Human Relations**
- **Portal (my.pugetsound.edu)**

Other Department Systems (* if cloud hosted)

- Advocate* (Office of Student Conduct)
- **Alma* (Library catalog)**
- AskOnline*
- BASIS (Card access) (Business Services)
- Horizons* (Office of International Programs)
- KABA (Business Services)
- LoggerJobs (Career and Employment Services)
- Metasys/Johnson Controls (Facilities Services)
- Millennium (Office of University Relations)
- MyOrderDesk* (Print and Copy Services)
- Odyssey/Micros (Dining/cash registers)
- Office 365* (Alumni email)
- ReportExec* (Security Services)
- Roompact* (Residence Life)
- SchoolDude* (Facilities Services)
- Sequoia (Bookstore)
- Slate* (Office of Admission)
- **Touchnet* (Office of 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.

CAS (Central Authentication Services): A common login tool used to login to web sites like WordPress blogs, etc, etc. If CAS is unavailable or has issues then no one will be able to login to many of the Puget Sound web sites.

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 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.

OID (Oracle Internet Directory): A service used to help create and manage Puget Sound accounts and password resets. If this service is unavailable, the password reset tool will not work and Human Resources & Technology Services staff will have to manually create and modify accounts.

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

Moodle: 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.

Shibboleth: A common login tool used to login to web sites like WordPress blogs, etc, etc. If CAS is unavailable or has issues then no one will be able to login to many of the Puget Sound web sites.

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.